

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Nothing.	Be available in a TIMELY manner to answer questions. Be able to get better information off web site. Employ people who know what they are talking about!		Primary Care
Seem knowledgeable regarding coverage, and if they do not know will go the extra mile to look it up. Good turnaround on e-claims.	A few encounters by phone the representative has been patronizing. All of the coverage changes are confusing to keep track of. Having to wait on hold so LONG to get a representative.	We are booked so far out and low reimbursement amounts, but mainly because we are so busy and other providers do not accept ANY to help in this area.	Dental Services
	I would like to be able to get someone on the phone to help with questions I have. It is impossible to get help on the PHONE.		Dental Services
Customer service people are always helpful - Gary, Rita, Peggy. And they will call us back with an answer.			Multiple Services
Work well with our staff getting clients on Medicaid and other sources of funding.	Work harder to train DSHS about standard spend-down practices. Every third time we (ECC) processes spend-down with DSHS, the DSHS worker wants differing method or is unaware of standard spend-down practice.		Multiple Services
		We do not accept new DSHS adults. Not enough reimbursement.	Primary Care
Appreciated the extra staff hired for customer service. Time on phone is less.	Develop an eligibility site with better/easier access. To avoid lengthy hold time on phones.		Specialty Care
Always willing to help any way they can.	Ditch the classical music! It's torture! Shorter hold time would be nice.		Multiple Services
Almost everything!	Not be on phone hold for a long period of time. Secondary billing denied to bill with EOB - We've always forwarded the EOB's after direct entry billing.		Multiple Services
Answers all of my questions.	Love the e-mail to get prompt answers.		Durable Medical Equipment
Staff is competent.	Less hold time on the phone.		Optometry

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Good attention to problems.	Better phone service (faster). Faster pre-authorizations. Faster turnaround of claims.		Dental Services
Answers questions. Calls back.	Get more providers. You let doctors bill for exam but they won't do glasses with coupon. They should have to do both or nothing.	Not yet, I may have to in the future as other places quit taking DSHS.	Durable Medical Equipment
	Process all claims/if claims cannot be processed - more detail for exact reason for denial.		Specialty Care
Pre-authorizations are corrected without excess paperwork. Errors pointed out without being rude. GAU patients need teeth!!	NOT treat me like I am committing fraud or insinuate my office is not truthful - you can check anytime. Pay claims on time and not make us re-submit again and again and again...Pay us for services when it was your error or telling us something different each time the claim is rejected.	I never discriminate for any reason although I cannot afford to do some services due to escalating overhead costs.	Dental Services
	Holding on 800 number, is not using ACDT 4 codes and then DENIES.	Costs.	Dental Services
Prompt response, calls.			Dental Services
Surgical assistants should not have to submit OP consults for hysterectomy! Phone hold times are TOO long.		May have to if payments remain so low.	Specialty Care
		For new patients only.	Specialty Care
Breast and cervical health and cancer client transfers to Medicaid are timely and usually seamless.	Telephone wait times too long.		ARNP Services
When I call and leave a message regarding a patient, I always get a phone call or message returned. I appreciate that.	I would like to have code changes mailed direct, rather than downloading information off of the computer.	It doesn't pay enough to cover our overhead expenses.	Dental Services
Local office helpful with verification of eligibility calls.	Be more available for claims questions...now we frequently "disconnected" due to HIGH VOLUME of calls...Wait time on phone is TOO long.	We take only OB patients and referrals.	Specialty Care
I appreciate the "claims in process" list on EOB's. Also had a great experience e-mailing a question and getting a prompt, efficient response!	Please add more phone staff. I average a 25 minute wait. Your phone staff must be overwrought!		Specialty Care

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The EOB's are clear (re: the status of a claim).	It takes too long to get a person to talk to when you call to check on eligibility or claims. 30 minutes is too long.	In the office, because the payment is less than Medicaid's payment.	Multiple Services
?	Speak English better. Need more phone reps. Better billing instructions. Allow physicians to be DME suppliers. CSO needs to pay promptly for medical records.		Specialty Care
Education and communication.	Raise fees.	Fees - We see only patients ages 0 through 9.	Dental Services
If DSHS determines a claim is clear, payment is fairly prompt.	Provide access to claim managers during business (normal) hours. Decrease phone hold time to less then 5 minutes. Don't allow phone system to automatically hang up on callers. Privatize services, increase reimbursements.	Reimbursements for services don't cover costs of providing.	Durable Medical Equipment
Well informed, patient and willing.	Answer the phone sooner!		Multiple Services
	Better reader for pick code on electronic claims.		Optometry
I feel you probably do the best job possibly, considering you could probably use lots more help.	It is SO difficult to get through on the phone - it's very frustrating.	Reimbursement is so low. DSHS clients are less than dependable - failed appointments.	Dental Services
	Be available on 800 number. Never can reach them by phone.		Dental Services
	Use phone lines for patients and medical staff.		Primary Care
50/50 - when you can ever get through, sometimes they're nice.	Open more times for calls. Nice customer service and generate claims in a more timely manner.		Multiple Services
At times you get a very helpful person with knowledge, but that doesn't happen all the time.	Less hold time.		Primary Care
	Have more specialists answering phone - so there is not such a LONG wait (average 30 minutes).		Primary Care
	Can't ever get through on telephone to speak to an agent.		Primary Care

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	Increase reimbursement at least to Medicare fees! Pay the 20% after Medicare pays. Find the funding for your Emergent Medical Coverage program.	Reimbursement is too low to support this practice. We get the most DSHS and no coverage patients from the ER.	Multiple Services
	We seldom need to call, but it is impossible to get a question answered in a timely matter.	They are not reliable for keeping appointment. Financial reimbursement is poor and hardly covers overhead.	Dental Services
The older submission system works fine.	Use the older computer software system to submit dental claims. The new HIPPA complaint one is too complicated and does not work well at all. I can't use my DSL connection and the vendor is incompetent.	Remuneration for welfare is horrible.	Dental Services
Local office - excellent service.	Have more telephone lines for claims. Private insurance updates.		Primary Care
Usually have alternate ways if one way doesn't work.	1) Make e-claims possible from our dental software. 2) Change message for Hold. 3) When PIC # wrong - your fault, not make us re-do.	Will in future - costs us money.	Dental Services
I like the on-line inquiry.	Hire more customer service people!		Specialty Care
	Have a # where we could actually get ahold of someone instead of being on hold for hours. Be knowledgeable of policies and reason codes. Have a district representative to be able to contact. Get an answer, instead of "rebill" everything - never instructions to solve the problem just told to "rebill till you get it right".	Only for gynecology - not for obstetrics.	Specialty Care
	Increase reimbursement in rural counties or areas within counties. I have been serving patients for FREE (0 salary) for (5) FIVE YEARS.		Primary Care
Always can answer my question or tell me where to find the answer.	Not have us on hold for 45 minutes. We do not have this much time available for 1 question.	We have to because we work in a depressed area and could work 24/7 to see all DSHS patients in this area.	Multiple Services
Troubleshoot problems and client referrals.	Treat all callers with respect. Try not to talk down. Answer phones in a timely manner.		Specialty Care

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Unsure.	Please authorize our Medicaid Administrative Match money. We've been waiting since summer and are desperate!	Legally not allowed. Entitlement program.	Physical / Occupational / Speech Therapy
Manual is helpful. Claim turnaround seems to be quicker than in the past.	Faster service on telephone.	The fees DSHS pays do not cover our costs!	Dental Services
		Our practice is very full.	Primary Care
Anna Wallace, processor, calls me to notify me of potential problems. She has taught me to code the TAD over the phone.			Multiple Services
DSHS treats us like BURDENS.	Shorter wait times on the phone. Nicer people in customer service.		Durable Medical Equipment
The customer service line is a wonderful tool. They are always helpful.	I work in the business office for [identifying data redacted]. I used to be able to call and have a coupon faxed to me and the last time I called they said "no." We need coupons as patients do not provide them.		Multiple Services
Every so often we'll get someone extremely helpful and pleasant on the phone.	1. Customer service representatives at 1-800# need more knowledge about dental procedures. 2. Quicker turnaround time on paper claims. 3. Less denials of things that could easily be changed to the obvious. 4. Less wait time @1-800#.		Dental Services
	Have more Customer Service Representatives to answer phone. 30-35 minute wait is not acceptable. Our time is just as important as yours. Either train better or have people who understand the English language.	The number of problems on vouchers - not responding to adjustment requests - calling them a duplicate claim.	Specialty Care
Field representatives always are wonderful in providing needed information - we don't have internet and they help us a lot.	Cover adult endo therapy and increase fee schedule.	Cannot afford discounted fees for a great number of patients - We take only existing patients and their families.	Dental Services
Once you can get ahold of someone, after being on hold for 40 minutes to an hour, and the person is nice, you actually get to resolve an issue.	Less time on hold. Nicer on the phone. Good, more reasonable reasons of denying a claim, especially when the CDT 4's are getting implemented the last from DSHS.	The refund reimbursement is very low for us to stay in business. We end up writing off more than half of the treatment.	Dental Services

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	Better Medicare/Medicaid education and assistance.	High no-show rate.	Optometry
The E.O.B.s are easy to read.	Everything - phone service, claims, filing, e-claims, correcting simple problems instead of returning all the time.	To keep us in business. DSHS has cut the procedures and the reimbursement has never been enough.	Dental Services
	Shorter telephone hold times (average 20-30 minutes now). Better interdepartmental communication (way too many occasions we've been transferred 3-4 times to FINALLY get to the right person to answer our questions. On hold EVERY TIME).	We limit the # of clients, period. Too many patients, not enough doctors or time in the day. Poor reimbursement = negative attitude to see more clients.	Specialty Care
	Have better telephone support. Waiting time on phone is much too long.	Insurance benefit payments are much too low. Can't afford to do any more.	Dental Services
HIPAA transition was handled very well.	Provider Relations could answer phone/fax inquiries with more promptness. MAA used to be prompt but now is 2 months before get response.		Specialty Care
	Make it easier to contact you by phone. Go by the same dental codes as everyone else.	We're not taking new patients on DSHS right now.	Dental Services
Absolutely nothing. They are very difficult to reach and when you do they know close to nothing.	Hire more knowledgeable people and have more phone lines and pay claims! When changes in laws - let us know.	Low reimbursement. If we had all DSHS we wouldn't be able to keep our doors open.	Multiple Services
	When we send a letter of exception for our nursing home patients, you only give us 30 days. We only go to these homes once a month. So it is not enough time to gather all the information needed. It can be very upsetting to the families we have to tell that they have been denied.	Because of all the changes to dentures, we are having a difficult time treating the needs of our nursing home patients, and we may have to stop providing this service.	Multiple Services
We have had wonderful customer service from Andrew in the EDI Department with our transition to HIPAA Claims.	Your Provider Relations line needs more help.		Multiple Services
Not much. It depends on who answers. Most of the time they are condescending and impatient and unwilling to examine the claim and hear what I have to say (comments are regarding the MAA Provider Relations Unit - whom I deal with the most).	MAA PRU could work on their customer service skills and try not to assume that all providers don't know what they're doing. I DREAD calling MAA PRU, and after being on hold for 45 minutes will hang up if certain people answer.		Multiple Services

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Usually good about returning calls.	Direct line to departments. Waiting forever to get to someone (sometimes 20-30 minutes) only to find out we needed to call someone else is a pain.	We don't take VSP. We lost patients when you allowed MHC to contract with them.	Optometry
Only when you get a helpful representative, but most of the time they seem very short and act like they are being inconvenienced with questions.	Less wait time to talk to a representative. Minimum of 30 minutes is extremely inconvenient when you are trying to run a practice.		Optometry
	To follow up on claims/errors/etc. PROVIDERS need a specific phone # to call.	We cannot take more than 20% of our practice (total patients) the revenue received from DSHS is not adequate.	Primary Care
Answer questions.	Too hard to find out if a patient is eligible for routine eye exam if they are new to our office. Unable to wait 20 minutes on hold.		Optometry
	Less wait times when calling Provider Services.		Other Services
	We should be able to look up claim status on-line.	Low reimbursement.	Multiple Services
N/A.	Shorter hold times on the provider services phone line.		Optometry
Provider relations are kind and helpful.	Less of a hold time for provider relations and access eligibility on-line.		Multiple Services
Remittance report one of the best forms and easy to decipher, and if I ever talk to anyone on the phone, always helpful and pleasant.	Make phone menu less complicated - only some difficulty.		Specialty Care
Coordination of benefits. Retroactive hospital benefits.	Less wait time on the phone.		Specialty Care
	Fix the phone system so that it doesn't hang up when it's full. Keep claims on file, so that when YOU'VE made a mistake, you can reprocess the claim without us having to refile it. Very annoying!		Primary Care
Case managers who refer for psychiatric evaluations. We have had no problems with them.	More accessible.	WE CANNOT EVER GET THROUGH TO TALK TO ANYONE!	Multiple Services
They are always willing and able to answer any questions I have about billing, EOB's, diagnosis, etc.	I don't know.		Multiple Services

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1. Answers my questions. 2. Researches answers if unknown.	Hold time on the phone is way too long - over 30 minutes.		Primary Care
	Less of a wait on phone. More educated on managed care.		Multiple Services
	Make it easier to get through on provider relations line; takes too many trips to get in. Once in, too long on hold.		Durable Medical Equipment
	To get on the ball when a provider has submitted signed provider agreement and had to sign it again and resubmit all over! To process claims more expediently.		Dental Services
Locating claims quickly when I am finally able to talk to a person.	Wait times on the provider hotline are horrible, and half the time it hangs up on you a lot!		Optometry
We have a new billing system and are still working out all the bugs. They are very supportive and assist a great deal.			Multiple Services
Really hard to reach. Have to stay on phone for very long time. Cannot justify time of staff to any problem resolve.	To be more available.	Cannot afford to book appointments that PAY ONLY HALF OR LESS of treatment costs.	Dental Services
Clear EOB's.	Wait time on phone is atrocious.		Multiple Services
Bruce and Wendy help out. Pre-authorization to us in a speedy fashion!	Could answer phone calls to 1-800-562-6188 faster. 1-877-980-9180 - when calling to verify dental coverage, sometimes rude.	Booked 3 months in advance. Overload of patients.	Dental Services
Nothing stands out	More customer service representatives, be more polite, pay faster.	Time restraints and pay not adequate.	Dental Services
	Detailed information on how to bill DSHS as secondary to both Medicare and 3rd party for new providers. Someone to come out and go over billing, rebills, and appeals.	Reimbursement, patient no shows, patient non-compliance, no coupon (small office, NO on-line verification, etc.	Specialty Care
I don't have an answer for this, I've been "on hold" on the phone for very long times most every time I have to call.	Increase reimbursement rate. Your payments towards procedures is so far off it is unbelievable. It is a wonder any office will accept medical coupons!	Mainly we see children on DSHS. The reimbursement rate is unbelievably LOW, but then you already KNOW THAT.	Dental Services

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You try your best to change workflow to have patient receive care. (Sometimes too well - i.e., DSHS pays for Lamisil without prior approval. My insurance doesn't even do that.)	Inform Doctors about the need for justifying the use of certain drugs on the "expedited prior authorization" list. Would stop a lot of calling. Help us Doctors to stop people taking advantage of the system (druggies).	Why would I, we are a pharmacy?	Pharmacy
I like that the vouchers will have patients' other insurance information listed (i.e. if we billed DSHS, but patient had Molina Health, the voucher will say patient has Molina). Big help!!	Shorten hold time and always give option to hold instead of having to call back. Give patients more responsibility (re: family planning only coverage). If they come in and talk with provider about non-family planning, we should be able to fill without consent form. Patients should know the bounds of their coverage just like with commercial insurance.	Reimbursement is terrible!! We can't even take on new gyno. patients on DSHS. We put a cap on new obstetrical patients. We now take only 5 new OB w/DSHS a month.	ARNP Services
Since DSHS doesn't cover chiropractic care, we have not used the staff.		DSHS doesn't cover chiropractic care except children with scoliosis. I can't treat for free.	Specialty Care
		Hassles with DSHS and reimbursment.	Specialty Care
Once you get them on the phone, they are helpful.	Decrease waiting/on hold time. Personal provider service representative e-mail so you work with a real person.		Specialty Care
On-line verification is updated in an accurate and timely manner.	DSHS needs to recognize that providers take a loss by seeing their patients. Instead of appreciation, providers are constantly looked to for fraud situations. The new requirements to obtain an interpreter are a joke. They don't fit the needs of patients making appointments within 3 days. Urgent patients require MD clinics to take a loss on the visit and pay for interpreters. DSHS is disingenuous.	See #3 and we have attempted dialog with DSHS only to be told that our input is not required or appreciated.	Specialty Care
The information provided is always accurate and given in a timely manner.	Shorter wait time on the phone. Let us access a web site for eligibility and claim status.	Done on a case by case basis, mostly monetary; patients take quite a bit of time for the pittance that is received.	Specialty Care
N/A.	N/A.		Specialty Care
I don't know.	I don't know.		Specialty Care
	Tell us why we are no longer an active provider?		Specialty Care

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Prompt attention.			Multiple Services
Support. They pay us promptly. DSHS is fine and we want to continue to work with DSHS.	Nothing else.		Multiple Services
		This is primarily a cash practice.	Specialty Care
No recent contact.		Overhead continue to rise. Can't afford DSHS patients.	Specialty Care
I'm new at insurance billing and do receive courteous help when I call.	Speed up the training for the WINASAP program!		Other Services
Quick payment.	Easier access to claim status.		Other Services
Not much. Poor claims processing. Does anyone look at claim or just computer?	Be accountable.	# 2 and #3 (Negative Comments).	Primary Care
		Can't afford to see.	Multiple Services
		Out of business.	Specialty Care
Your EOB's are pretty easy to work with.	Be sure that patients get their coupons on time! Have much better phone help and live people that are courteous and helpful. We are constantly disconnected by your automatic phone service.		Specialty Care
They send their medical assistance remittance and status report on time.	Perhaps you could put your telephone number or fax numbers in the forms you're giving us so that if there are questions, we could easily contact you.		Multiple Services
	We need to confirm eligibility same day. Phones are almost impossible to get through on. E-mailed questions need to be addressed promptly. Patient needs to get coupons quicker.		Specialty Care
Nothing about the process is simple.	Make it easier to call and check status of claims.	We are not reimbursed properly and you're limited to providing less than quality treatment to people!	Dental Services
Payment vouchers are very clear.	Educate clients about coverage and benefits. Teach about Healthy Option and what a PCP is and how it works. More phone lines. 3rd party needs to coordinate with clients better.	We are the only Pediatric clinic in area, we had too many patients on the plan.	Primary Care

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Medical Assistance is helpful and courteous. Representatives are courteous and knowledgeable.	Contacting DSHS is difficult; takes too long to talk to a representative. On-line answers would be helpful (i.e.. check totals if possible or looking up a clients PIC number on line).		Dental Services
Fairly quick claim processing.	Reduce wait time for phone calls. Reduce/simplify claim requirements (this is a low compliance population. They do not understand managed requirements).	LOW reimbursement, claim requirements.	Specialty Care
	It would be nice if there was not such a long wait time on hold.		Specialty Care
Both employees are courteous enough. They are just overworked.	Allow payment for quality care at a decent reimbursement rate.	The reimbursement level is poor and generally the patients fail to keep appointments.	Dental Services
Pay in a timely fashion.	Make it easier to talk to a real person. Limit long, long times on hold.		Multiple Services
Answering questions related to our service.			Dental Services
	Answer questions better.		Dental Services
Pays claims faster than previous years.	Difficult getting through to speak to representative. Checking eligibility faster.		Multiple Services
Excellent helping with status of claims.	Limit time on hold. Answer phone sooner. Please get rid of opera music.		Multiple Services
	Answer the phone!		ARNP Services
	More availability to access customer service. More incoming lines and customer service personnel. Have you ever tried to phone in? Not an easy task.		Physical / Occupational / Speech Therapy
	Make it easier to check on the last date that a patient had services. Especially important on new patients.	High no show rate.	Optometry
	Better phone system with quicker response time.	Because reimbursement is so low to the paperwork required. Is too much hassle.	Dental Services

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	When calling to verify eligibility the wait time to speak to someone could be less, as well as the customer service staff could be a bit more helpful.		Physical / Occupational / Speech Therapy
Never get to speak to a person. Finally started accepting electronic claims. Quit using DSHS-unique codes and adopted COT.	Answer the phone!	Kids only.	Dental Services
	Use HCFA 1500 in a more standard format for re-billing.		Durable Medical Equipment
	Whenever I try to call, line is busy and we are unable to get an answer.		Optometry
Good customer service.		We found that some of the allowed amounts are less than our lab bills. The procedures are too limited (ie: you don't cover crowns) and the amounts your pay are too low.	Dental Services
	Provide chiropractic coverage.		Specialty Care
		Not reimbursed via state Medicaid budget.	Specialty Care
	DSHS workers are dedicated and underpaid, under appreciated and overworked.		Emergency Services
	Pay private providers better. At least their costs.		Specialty Care
	Old bills from 2002 need to be paid. Old bills from 2002 need to be paid. [Identifying data redacted].		Specialty Care
EMT certifications.	EMT certifications.		Emergency Services
If we send e-mails - I have gotten quick and great help. We can never contact them by phone.	Have a number for providers, so we can verify ID's and call for coding problems, benefits, and coverage	We see children only.	Dental Services
E-mail is the best and fastest to get problems resolved.	Fix things now, not weeks and months later - accept our statements we make to you.		Multiple Services

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		DSHS does not include Mental Health for senior citizens from SW...does not include younger homeless population either.	Specialty Care
Available staff to field questions and concerns.	Processing time for claims should be quicker.		Specialty Care
Answering questions and concerns, referring to the right person.	Not so much in a hurry to get off the phone, take time to explain why claims are being denied, answering phones and returning messages.		Multiple Services
		Too much paperwork, almost all Rx needs pre-approval, ridiculously denied claims.	Specialty Care
People are nice when we can finally connect by phone.	Impossible to talk to a live person! Takes 20+ minutes to get through long waiting times on hold!!!		Multiple Services
Not very much.	Your customer service representatives need to be more patient and polite. Most of the time they are blunt, short, and rude to our staffs.	We were forced to reduce the number of Medicaid clients for 2004 due to your fee schedule.	Specialty Care
	Solve the problem rather than say resubmit the claim, only to have the claim rejected, even with the requested information.	Poor service - poor reimbursements.	Services Not Specified
	30 minute phone to talk to someone, have eligibility line for access and claims.		Optometry
	Answer the phones!!! Extremely hard to speak to DSHS staff.		Multiple Services
Seriously?	Shorter wait time for phone calls. Let us collect money until DSHS is approved and then refund patient.	To keep our practice open, available, and healthy. We shouldn't have to take a loss to treat patients.	Specialty Care
When a patient has a primary insurance, it is nice that the billing information is given on the remittance report.	We never can talk to anyone! More accessible with A LOT less paperwork.	It costs us more to treat them than DSHS pays.	Specialty Care
		Reimbursement.	Specialty Care

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	It would be very helpful to have an on-line option to review claim status, find out when processed if denied as a duplicate, etc.	Low payment from Medicaid does not cover expense of service. Number of Medicaid patients is limited to a percentage of total practice load.	Primary Care
	Fix the telephone system. The wait is extremely L-O-N-G!		Specialty Care
	Answer the phone!	Failure to show for appointments.	Optometry
	Not make you wait so long on the phone. Make patients bring in their own referrals BEFORE they are seen.		Optometry
		Money - Each DSHS patient we see represents a loss of money. I would rather choose where I give charitable dentistry, rather than having it forced upon me.	Dental Services
	Make your clients responsible for paying bills they occur because they do not know their eligibility. Don't make the providers the losers.		Optometry
Hired new people to PA - Finally picking up speed as far as wait time. Gary Monroe/Sandy Mitchell - Excellent staff!!	Faster customer service - still have long wait times.		Pharmacy
Listen and help when you have questions, especially wheelchair authorization.			Durable Medical Equipment
	Turn claims over (process) faster - but not if that entails costing taxpayers more.	Because we enjoy raises - there's such a huge w/o if there was no limit we'd see nothing but DSHS recipients. Unfortunately there are very few contracted providers because of huge w/o's. I believe all providers should obligate themselves to divide the load so all DSHS recipients have a DDS provider and not these long waiting lists!	Dental Services
Research problems (when I can talk to someone). Thanks.	Answer the phone. It is so hard to get through to anyone.		Primary Care
	Get payments to us in a more timely manner.		Dental Services

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They supply an answer as to why a claim was not paid.	Provide better phone service - as we can wait 30-40 minutes to get an agent to help us.		Specialty Care
Timely return on claims.	Access to patient eligibility on-line. Hard to get through to you now.		Optometry
They are very helpful if I have a question about a claim I have trouble with.	Nothing ~ I am satisfied with the way that I have been treated.		Durable Medical Equipment
Staff IS courteous when you can get one.	Get more phone staff so we don't have to wait 30 MINUTES to get help on questions! And, up your extraction fee so other providers will take AT LEAST emergencies.	Because our practice is about 50% medicaid and we don't see new patients anymore, because WA adults were basically working for free due to the low fees.	Dental Services
	Not deny for stupid things, such as no consent form. It's sent in 3-4 times.		Multiple Services
The 1-800 line is impossible to get through on.		We see a limited amount of clients because we need time for our other patients. Medicaid clients have a high "no show" rate.	Dental Services
	Less hold time. Reach a human.	Slow payments.	Dental Services
	We need to get through the phone system easier. We cannot afford to see patients at current rate of payment - we lose money when we see them.	Can't afford them - reimbursement too low.	Primary Care
Fax's promptly. On-line system is user-friendly.	Easier access on a few line for prior authorization requests or other questions.		Pharmacy
Friendly, answer problems, follow through with help. Provide more numbers for faster problem solving.	Have more people answering phones to lessen wait time.		Specialty Care
When I do get a live person, they are very polite.	It sometimes takes me a week or two to get a live person; then when I do, and they research something on billing, they don't come back with an answer and they hang up. Then it takes another week or two to get another live person.		Specialty Care
N/A. We don't contact DSHS too often (on hold too long). Usually need answers right away.	Routine physical exams over age 18 covered benefit.	Reimbursement.	Primary Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Answer calls and return calls when messages are left.	Billing is a constant problem, fix payment system.	Always trouble getting paid, I call to find out the problem and no one can tell me?	Physical / Occupational / Speech Therapy
I can always count on Robin Pfeiffer to help me if I call her.			Multiple Services
Answer questions when I do contact them.	I believe your services could be improved drastically. The wait on the 1-800 line is way too long. Also, when a claim is reprocessed, I include notes, which are always overlooked and DSHS denies as duplicate payments which need to be reimbursed to you; and apparently my letters to you about the overpayments get lost at your office - Frustrating.		Emergency Services
Authorization has GREATLY improved.	MAA ia often rude and short with me on the phone.		Pharmacy
Sends out updates in policy.	Answer the phone in a timely manner. Have less red tape in correcting problems. Pay enough to defray costs.	It costs us too much to serve them and they're difficult patients.	Primary Care
EMC clean claims are paid fast. EOBS attached to secondary claims are being lost.	Less wait time (hold time) on phone.	No longer accept new patients, reimbursements too low.	Primary Care
	Work on crossover payments, stop making us bill more than once.		Multiple Services
"Prior authorization" faxing - very helpful!	"3 Rx/calendar month" a pain sometimes, broaden formulary, eliminate prior authorization requirement for Gerd meds at BID dosing, double billing insurance and DSHS for us (Phamaserve) is impossible! Diab-strips-HICFA-etc. - Medicare - impossible.		Pharmacy
Local offices are helpful in answering questions and conflict resolution.	Try to cut down the wait - hold time to get through to customer service phone reps.		Primary Care
	Electronic eligibility does not show requested date of service, social security number or eligible dates if expired! Hot line has very long wait to get help.		ARNP Services
	Be more available, it's hard to get a phone call through to someone who can help. Also, we need to have an on-line look up for eligibility, something internet based.		Primary Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Make it easier to contact you for coverage information. Pay quicker, rebilling is not cost effective.	Payment levels are too low.	Dental Services
	Give us a phone number to check benefits that really works!!! The number providers have we can't get through. If we could get to someone that would be great.		Optometry
	Have more customer service representatives. I have been unable to talk to a real person.		Other Services
	Provider services line is always at least 30 minute wait.	Reimbursement level.	Dental Services
Answer claim questions efficiently and understandably.	Not have such a wait to get Third party information.		Specialty Care
The workload dictates their willingness to extend help and diplomacy.	The provider enrollment processing is very slow! I have an application received by DSHS in 12/2002 and still pending by 01/2004!		Multiple Services
Customer service seems always willing to help.	Need a shorter wait time when calling DSHS, more understandable denial codes/reasons.		Optometry
I receive about 1 out of ten phone calls that someone will take that extra step to help me.	I think more training on the difference between FQHC & RH (Rural Health).		Multiple Services
We don't talk much. I like the detailed instruction when we do bill a service.	Unknown.		Specialty Care
	Hold time on phone could be better. Also tell patients they need to have coupon with them at visit.		Optometry
GREAT people answering the phones!	Less of a wait time for provider services (I wait at least 30 minutes every time I call).	We can only see DSHS patients up to 14 weeks. We refer all patients who are 14+-20 weeks to Lovejoy Surgical Center.	Specialty Care
Assisting on further troubleshooting unpaid or denied claims.	Less hold time and not hang up when everyone is busy. Have an option for leaving a message.		Optometry
I've only had to call a couple of times, but every time they are friendly and nice.	Not so long of wait on the phone. Average wait time for the few times I've called is 15 minutes.		Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Most employees are very knowledgeable and can answer most questions promptly.	Return messages! I've left several where no return call was received and voice mail says they're available.		Other Services
The best staff are patient and help to arrive at an answer. They don't leave you hanging without completion to a problem.	Not much. Randomly, you (we) might get a staff person who is abrupt and gives the impression they'd rather be off the phone (i.e., "consult the internet"; that's all that they can offer). Usually the problem is not solved by this call.		Pharmacy
Can't get through.	Give us some answers. Pay us!		Physical / Occupational / Speech Therapy
Payment in 2 weeks - GREAT!!!	The only comment I have is we need shorter hold times when we call in. It is very frustrating to wait on hold 30 minutes and then be told I can only help you with a few minutes and then you need to call back.		Lab / Radiology
Website is great - no problems understanding or downloading.			Specialty Care
Answers all questions.	Get more customer service people - wait TOO long on phone.		Multiple Services
	The phone line is always busy. We only need to call a couple times a year yet we spend hours trying to get through!		Optometry
The plans through DSHS are very straightforward and easy to deal with. You know what is covered and what isn't.	Put more useful information on the ID card - such as PCP name and phone # and more information when CUP is involved. More information is usually only needed when a managed care plan is involved.		Multiple Services
Not a thing. Poor payment turnaround. Low reimbursement.	Communicate "Medicare" in one designated place on DSHS coupons. We do not accept Medicare. Looking at coupons has become Russian Roulette when trying to discern if Medicare is primary.	Poor reimbursement.	Primary Care
Answer my questions.			ARNP Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Signing up for your prescription program is/was more red tape.	Reimbursement is so low it does not even cover the cost of care. When we have them on the schedule, they fail to show up for the appointment 50-75% of the time. They call back for another appointment and no show again.	Specialty Care
Very helpful about claims and benefits.	Hold time is too long when I call. I don't have 20-40 minutes to wait on hold.		Primary Care
We now have the assistance of Rita Houe, DSHS Medical Assistance Specialist.	Up to (Mon.,Feb 23), every call placed for help included the comment "that part I can't help you with, you'll have to call____(specified)". We spent hours on hold. We would like Rita to be as available for completion of our training as she was on the initial visit Feb 23.		Other Services
Very helpful in answering billing questions.	Allow more therapy time.	Because you limit the service they need.	Specialty Care
Representatives take the time to answer the questions.	Answer the phone faster. Many representatives are rude and act like they are in a hurry.	High "no show" rate.	Dental Services
They always return our calls.	Not take so long with claims and if they have a question about a claim, call us instead of denying it.		Dental Services
Need more phone lines - not accessible. Even Medicare is courteous and always able to clarify questions - NOT DSHS.	More phone lines. Hire people who LIKE people.	We like to get DSHS OB patients!	Multiple Services
Customer service representatives research my claim question. Most are very knowledgeable and helpful.	Shorter wait time on getting through on the phone.		Specialty Care
Staff research problems and RETURN CALLS when necessary.	1 - Decrease the wait time to get through to a person to talk to!! 2 - Increase reimbursement rates.		Physical / Occupational / Speech Therapy
We don't often call because we always have to wait on hold too long.	Process claims in a timely manner!		Other Services
	Too long on phone waiting to talk to a "live" person. Be sure to get someone that speaks English clearly. Too long on appeals. Always looking for attached documents.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Updates and notices (RE: policies & procedures).	Up formulary. Lower authorization status for meds.		Specialty Care
Very helpful on the phone with claims questions.	Make it easier to talk to a claims representative. Long hold times and get disconnected often.		Specialty Care
Respond more promptly to inquires - case managers.		Group Health is purchased healthcare by consumers employed at participating workplaces.	Specialty Care
We do not deal with DSHS. Retired, but work for state on "as needed" basis for prison.			Pharmacy
	Would like to reach you more easier on telephone for questions to ask.		Primary Care
Answer question.	Make it easier to get through on phone to Olympia provider inquiry.		Multiple Services
	Lost several payments because your CDT 4 codes not implemented in timely manner. Too much time in handwriting claims.	Because of the great amounts of write-offs and difficulty getting payment in timely manner.	Specialty Care
Will send clients for evaluation. Gives me a chance to meet some interesting people.	Does not pay enough for the work involved and because 1/3 do not show, does not adequately compensate for the hours lost!	Medicaid does not authorize payment to a private psychologist.	Specialty Care
	Increase pharmacy reimbursement rates so that all my costs are covered and I make enough profit to stay open! Current rates do not cover the costs of the drugs, much less allow me to pay wages for a Pharmacist at \$45/hr.		Pharmacy
	DSHS patients no show or break appointments 5-10 times greater than fee for service patients. Fee schedules are unrealistic in our overhead position.		Multiple Services
	Paper claims need to be looked at more closely for comments instead of throwing into a processing pot and then denied in error because no one looked at the information on the claim. No one took the time!		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
		The fees paid DO NOT even cover our office overhead. When I did take Medicaid patients they had 2 to 3 times more of a tendency not to show up for their appointments. It's easier to do charity for charity, and not have to fill out the paperwork and then wait for payment from the state.	Dental Services
	Provide a phone line for providers only, and more personnel so we aren't waiting on hold forever.		Multiple Services
They process claims in a timely manner.	Use smaller envelopes when they send only one page of mail.		Durable Medical Equipment
Keeping us informed on which patients were covered individuals.	Better telephone access.	The patients as a group I have found to be irresponsible. Missed and late appointments are the norm. We cannot afford to stay in practice treating no shows and a marginal reimbursement schedule.	Dental Services
	N/A. We only receive mailings.	I don't think Medicaid covers chiropractic services (?).	Specialty Care
Nothing. We only do work you authorize and then you don't pay your bills - screwing us out of \$6,000.	Pay the bills after they authorized payment.		Other Services
		I am a Psychiatric NP. You don't cover my services, which is a terrible shame in my opinion.	Multiple Services
Nothing.	Pay for services in my office. Have 2-3 a month call. But you do not pay ANYTHING for their care.		Specialty Care
	Increase reimbursement to cover cost of providing care.		Specialty Care
Expedite applications when requested.	Wait time on the phone is too long. Unanimity in what case workers say.		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
DSHS essentially does not cover Chiropractic and rarely pays when they do.	Services we provide for treatable conditions must usually be referred to an Emergency room at 10-20 times the cost. Most MD's refuse DSHS and will not take referrals.		Specialty Care
The enrollment. Todd is always friendly and helpful.	Have training seminars on coding issues, OB, high risk, etc.		Multiple Services
Very helpful, answers questions.	Automated system for eligibility, less hold time, and more business hours.		Durable Medical Equipment
Nothing.	Pay our claims in a timely manner. Make getting translators easier, it is a nightmare for the staff.	Because of the reimbursement problem. We will see some fee for service but will NEVER accept a capitated plan.	Multiple Services
	Bring back the MI program.		Multiple Services
		Dependent on schedule. I do not have an active practice other than above.	Specialty Care
	Increase pharmacy reimbursement and add payable services not tied to dispensing a product.	I'm closed.	Pharmacy
		Federal attack (ie. Fraud seekers), poor reimbursement. We have a large number already. We do still take Molina.	Multiple Services
We've pretty much given up calling DSHS with questions. If we ever do get through, the staff has been courteous. Rebilling usually results in "duplicate billing" denial. Not worth further tries.	Improve phone system. Very hard to speak with anyone when needed. Increase reimbursement for services.		Physical / Occupational / Speech Therapy
Work well on training staff on child abuse and neglect issues.	Biggest challenge is finding dental providers that accept Medicaid and medical providers for adults on Medicaid.		Other Services
Quickly respond to our client needs (i.e. medical coupon, eligibility questions).	Make direct lines available, with an assigned worker in each CSO as a troubleshooter.		Other Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
The provider support/relations has been very helpful.		There are few dentists in our county that accept children with DSHS. And none that accept adults, we can no longer accept new patients as our existing-long-time patients with DSHS are our priority. We are referring new patients to Bremerton/Poulsbo (Kitsap County).	Dental Services
		I quit taking Medicaid patents because they are terrible about keeping their appointments.	Specialty Care
They give ICN's freely, they fix claims and let you know when they received the first one.	Holding to talk to customer service is too long.		Physical / Occupational / Speech Therapy
	Get through on the phone line.	But we should because of low reimbursement.	Primary Care
When I rarely need help, they are very helpful.	Are we still going to get a hard copy of the new fees or have to go look on internet? We do not have internet.	Top 10 referring doctors, if they are longterm patients of referral - \$ - we are a private practice, [identifying data redacted] is the DSHS doctor in our area.	Specialty Care
Kind and helpful.	Be quicker with payment.		Specialty Care
Nothing.	Put the fee schedule in line with traditional fees.	Fees too low.	Multiple Services
Answer claim related questions.	Better phone access (long hold times), process claims faster, and internet medical policies are hard to read.		Specialty Care
When you get a helpful customer service representative, they know what they are talking about - they seem up-to-date on current changes.	Friendly provider line reps!		Specialty Care
Quick on electronic claims, slow on paper claims.	More people to answer the phone - Hold time is very long.		Specialty Care
Cannot think of much.	Payment is way too slow and getting through on the phone is always a problem, then getting payment is still slow.		Multiple Services
	Paying attention to claims with EOB attached, often they are discarded.	Low reimbursement, hassle getting paid. Zero dollars on numerous forms to be completed for payment.	Primary Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Be easier to contact - I dread having to call and sit on hold.	Cost.	Dental Services
Whenever questions, they help me work it out.			Specialty Care
Courteous.	Answer all calls within 2 minutes.	Now that you have raised the reimbursement this year, no limit.	Primary Care
Answer my questions and process my requests.	Be able to have more time.		Physical / Occupational / Speech Therapy
	Reimbursement levels too low. Cannot afford to treat your clients.	We terminated our contract, as we could not afford to work with you.	Specialty Care
NOTHING!	A 100% DSHS patient base would lead to bankruptcy! PROVIDE ADEQUATE AND BETTER PROFITS!	Can't afford shuffling paper for rude, impatient patients!	Multiple Services
The e-mail claim questions is wonderful.	Process claims faster.		Specialty Care
It is my understanding that DSHS does not provide chiropractic care for Medicaid clients.			Specialty Care
Little on licensing side. Case manager was very helpful and supportive.	Pay for services provided. Be less ADVERSARIAL. Understand the desires of seniors. When residents are happy with care, be less prescriptive about paperwork and focus on resident outcome.	We did when we had Medicaid. Cost was the biggest factor in limiting number of clients.	Specialty Care
I have only used e-mail as the form of contact, responses have been timely.	Provide training of new system procedures. For example, the new WINASAP program.		Other Services
		We don't have a contract with DSHS anymore.	Dental Services
IF by some stroke of good fortune I'm able to get through to a human, they are polite.	Stop changing patients to Healthy Options or changing their Healthy Option plans in the middle of a pregnancy. Ideally get rid of Healthy Options totally.		Primary Care
	Cut short the phone lines. We have to wait an average of 30-45 minutes.	Low reimbursement for Medicaid clients and cannot get through to Provider Services.	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Answer the phones quickly, FOLLOW THROUGH on problems.	Low reimbursements and difficult problem resolution.	Specialty Care
	It is very difficult to reach a "live person" by phone.	Reimbursement and problems with referrals.	Primary Care
I've noticed that the operators are now picking up the phone within 5-10 minutes regarding eligibility. They've been cross-trained for the calls coming into DSHS.	Continue with status quo.		Multiple Services
Answers questions.	Phone wait time, ease of payment, adopt ADA codes.	Time it takes for payments.	Dental Services
	More phone support, we have to wait for 1 hours + every time or it hangs up - says call again later.	Poor payment allowed, we go in the red to see DSHS patients.	Dental Services
Sometimes it takes very long time/weeks.	Hard to say, because of the workload you have to deal with.		Specialty Care
Answer questions ASAP.	PAY FASTER! With new WINASAP.		Dental Services
Who gets to talk to DSHS staff?	Get more customer service reps and/or more phone lines or EFFECTIVE way to get questions answered!		Specialty Care
Rita and Sheryl have been helpful in submitting e-claims and revision issues.	This system still feels cumbersome and inefficient, especially when corrections are needed.	We see children through age 18 only - Adults are less reliable and less considerate.	Dental Services
	The call center takes way too long to answer a call.		Optometry
	Cross-overs.	Can't afford to see any more because of the compensation.	Primary Care
Answering all the questions.	Being on hold on the phone for 30-40 minutes makes every phone call to DSHS a real pain.	Low reimbursement.	Primary Care
? Nothing. Can we actually call and talk to someone?	Pay claims more timely. Correct ADA codes that aren't billed to you correctly instead of just denying everything and making us resubmit. Follow ADA codes!	Claims are a hassle, patients miss appointments, and come only for emergency work, and #1 the reimbursement isn't worth the trouble.	Dental Services
	Decrease hold time on phone, respond sooner to claims with a problem.		Physical / Occupational / Speech Therapy

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	I wish DSHS had an automated claims line like Medicare has to check on the status of claims. It's very time consuming waiting on the line up to 30 minutes.		Other Services
I get the explanation of payment in a timely manner, because we are auto payment.	Have more phones so we are not on hold for 1/2 hour or more for customer service.	Poor reimbursement.	Specialty Care
Friendly, helpful staff.	Less bureaucracy - too many unnecessary forms/procedures.	Extremely low payment - if on Medicare also, no payment if Medicaid only.	Services Not Specified
	All the Medicaid program carriers pay 60 cents to mail three pieces of paper to us, when they could save a LOT of money by using #10 envelopes and folding the paper! That's our TAX DOLLARS being wasted! Create a dedicated provider line or on-line eligibility look-up (to check patient's eligibility when they do not have their coupon).	Not at this time, but we're considering that. Reimbursement amounts from DSHS AND non-compliance of patients would be reasons why we would limit the number of medical patients.	Specialty Care
	Get coupons to patients by the 1st day of the month. Cut down hold time on calls.		Multiple Services
	Decrease the time callers are on hold regarding claims questions.	Low reimbursement.	Specialty Care
Prompt payment for clean claims, prompt return calls for claim issues.		Because of reimbursement levels and lack of responsibility taken by patient or parent of patient to arrive at appointments.	Dental Services
	When I get someone to answer, very hard to get anyone on the phone. A lot of times I have questions with no one to answer them on the phone - very frustrating.		Multiple Services
	More customer service, a lot more.		Specialty Care
Sorry - not much.	Assign a specific contact to our office, reduce phone wait time to minutes from hours (YES, HOURS!), reimburse providers in a timely period.	As a community service for children to promote better hygiene care. Fees and reimbursement are not ever enough to cover many clinic costs.	Dental Services
	Amount of hold time on phone is unreal!	Level of payment.	Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Checking for benefits shouldn't take 30 minutes on the phone waiting. We're a busy office, it's hard for us to wait that long.		Optometry
	Include chiropractic as a benefit. It is a cost effective method. It is a cost effective method of dealing with muscles and skeletal problems		Specialty Care
Not a lot of interaction, but they are helpful when we have questions.	Abolish the TLS program. Does not work. We've already substituted all avenues when possible!		Pharmacy
Not much.	Explain retroactions on vouchers.	Rates paid are lower.	Specialty Care
	"Pressure" or persuade all licensed dentists to accept some Medicaid patients. How about some reduction of dental school tuition in return for an agreement to accept Medicaid patients for a limited number of years? We are dedicated to public health - aren't we?	Because so few offices treated Medicaid clients while I practiced 1958-1998, I was forced to put some limit on new Medicaid patients	Services Not Specified
* Discontinued First Steps programs 9-30-03 due to new requirements (i.e. registered nurse on staff).		N/A.	Specialty Care
Good web page.	Increase reimbursement, pay for nursing, and decrease hold time on phone.	Absolutely yes! We would go out of business with the reimbursement rates. You pay for a taxi but won't pay for Nursing. Medicare/Medicaid agencies not taking patients either. Patients are stuck!!	Specialty Care
	The major problem in the Tri-Cities is reimbursement for services and difficulty in referral for specialty care, as very few specialists take DSHS. We currently see DSHS patients but have closed our practice to new patients. It is very difficult to keep our doors open to provide medical services when we lose money on office visits.	Currently our practice is closed to new patients, but we currently see patients with DSHS that are established in the practice.	Multiple Services
Provide me with information to evaluate DSHS referred clients in GAU, TANF, and DVR.	I believe I am still an active provider. Please call and talk with me.	Evaluate patients, don't provide counseling.	Specialty Care
		Poor reimbursement, wait list of higher paying patients.	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
I'm not sure DSHS is staffed sufficiently, and contact is difficult.	I need the forms to fill out to continue providership. I thought I was still a provider. I know recently I incorporated and there has been State tax ID # change.		Physical / Occupational / Speech Therapy
	Process cases faster and reimburse faster.	Reimbursement too low. Can't afford to take many and stay in business. Would go bankrupt soon if took many of these patients.	Dental Services
Employees work hard to provide help and services.	Contacting, paperwork, reasonable reimbursement. Hierarchy appears to have an elitist, adversarial, somewhat condescending attitude towards providers.	Retroactive reimbursement waits were insulting as was the contract provided. In addition, reimbursement not at a level which will allow practice survival. Paperwork burden too great. Have chosen not to remain a provider.	Specialty Care
		Most of our clients are DSHS.	Services Not Specified
		DSHS engaged in a fraud and abuse prevention program which, by my understanding, was (or is) administered by and outside agency. Given the potential for civil and criminal penalties, and the potential for these being looked for and assisted by an investigating entity required to "come up with something", I no longer wished to participate in a program which paid me less than the cost of seeing the patient. We're incurring a risk of audit, and penalties for simple coding errors. I still see my old DSHS patients at no charge.	Specialty Care
	Publish contact numbers and billing address.		Specialty Care
	Reinstate root canal treatments.	Retain the patients we have and their families, but too busy to add more.	Dental Services
	Have provider books available again. Answer the phone sooner.	Doctor only 3 days a week and is booked out too far to accept new DSHS patients.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
2-3 weeks turnaround time for payment has improved, but STILL could be better.	PLEASE improve customer service - 30 minutes and more holding time is out of line. When a baby has Healthy Options, then becomes SSI eligible, why can't DSHS and Healthy Options work together for refunds instead of involving M.D?		Specialty Care
Customer service usually lets us know any information that we need to get claim settled.	More phone lines - the wait or hold is too long - 15 minutes is understandable, 45 minutes is not. Please stop moving your pleasant customer service people to other departments. We miss Ken!		Multiple Services
	More access to you. Need more phone personnel.		Multiple Services
Very patient.	Very difficult to get to talk with someone. You're very lucky when you get through, even if you are placed on hold, you definitely think twice about calling.		Other Services
	Answer the phone - less hold time - not keep call on hold after all have left for the day.		Specialty Care
	Guys, as stated on your prior surveys, I would rather treat a patient for FREE than do the paperwork for a small fee.		Specialty Care
Documentation; research; follow-through.	Return phone calls in a more timely manner.		Specialty Care
	Have a provider line, so that when we need help we do not have to hold for 45 minutes.	Because we are a new clinic and cannot afford to take on the amount of patients that need us. We get paid too low of a rate to see the amount of people we would like.	Primary Care
If the wait wasn't so long on hold, I'd say they do everything well.	Send paper documentation instead of cards to search up on internet. We do not have internet access at our office.		Specialty Care
	Be consistent in the information sent to patients. Have seen the letters sent to clients terminating coverage, then putting back on, then terminating. Don't assign PCP to patients on Healthy Options.		Primary Care
	Faster response to e-mail; on hold too long.	Reimbursement.	Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Phone lines have very long wait times to talk to someone. One of the worst of all carriers.		Specialty Care
Not a whole lot.	Actually pay what the charge is worth.	We should because they are no shows more than others and the pay is way, way less.	Multiple Services
Explain what needs changed in order to get a claim paid.	Actually pay the claim at their worth not your allowable which are lower than actual value.	We only see them if referred as a courtesy to a PCP. Payment is too low and they are regular no shows.	Multiple Services
Like the website to do billing and claims on.	Would like a way to check claims in process on-line.	Our practice has grown and long wait to see Dr. for appointments.	Dental Services
Field representatives return calls, explain and helps resolve issues. Coordination of benefits. Also, returns calls and resolves issues.	Answer the phones / or set up better messenger service.		Pharmacy
Nothing.	Have people answer phones and assist providers with questions.	Because payment is usually less than half our fees and high number of no show/late cancels.	Dental Services
	More direct service would be great.		Multiple Services
We appreciate the claims in process EOB's.			Other Services
	Be clearer on why claims are returned and what we can do not to have claims returned, plus process in more timely fashion.	Only those who are already our patients; because we give QUALITY care to all our patients and lose money on DSHS patients - because we are unwilling to give lesser care than our best, in order to increase # of DSHS patients to increase reimbursement.	Dental Services
	Answer your phones!	Poor reimbursement and extremely poor problem resolution, because it is so hard to contact anyone.	Specialty Care
They have always been very helpful. Thanks for great service.	Answer phones more quickly; have more phone lines.		Pharmacy
	On-line eligibility. Faster processing of claims.	Only trauma that comes in. We don't accept new. We have too many medicaid patients through trauma and most don't have an elective practice.	Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Give correct information.	The phone, it is almost impossible to get anyone on the phone. The wait is unbearable.		Specialty Care
Assist in processing PA claims.	Make it easier to reach help desk. Can't even get on hold!!		Multiple Services
Pay our claims.	Put patient policy # on Ebola		Durable Medical Equipment
Almost always courteous.	Faster / better phone response time. Standardize forms to other carriers.	Negative cash flow.	Specialty Care
Most of our business is via the mail. I don't have to tie up your phone lines very often.	They seemed overworked. I think they need more staff.	Your pay percentage is below our over head; i.e., we pay to see these clients at the state level of fees.	Dental Services
Leaving messages does not always work. They are not returned.	It would help if claims get paid without having to redo after they have been electronically billed and we got an accepted info. And yet upon checking, we are told you can't find the claim.		Multiple Services
		Reimbursement.	Primary Care
Billing issues/authorization.			Physical / Occupational / Speech Therapy
It depends on the person you talk to. Not everyone is helpful.	Stop messing up with baby on moms PIC claim. You need to look more closely. It's your fault that I have to re-bill so many times; it's very frustrating!		Primary Care
We have been able to locate one person to help us through the more difficult claims.	Educate claims employees.	We are a solo practice. Can't afford the low reimbursement rate and must be able to survive.	Primary Care
	Better phone service. Every time I try to call I am told "all customer service agents are busy. Please try your call again later".	We only see children to age 18 and very few adults because of too many no show appointments.	Dental Services
Tries to answer all questions we have.	I know it's hard, but have more lines available to talk to someone.		Dental Services
I can't get through on the provider line. It's either busy or says "all circuits are busy, please try again later".	Same thing - provide more provider service help.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
When someone does come to the line, after I've been on hold a long time, they just fix whatever I need - no B.S.	My only complaint is the on-hold time.		Durable Medical Equipment
Most are kind. They take the time to go through each claim thoroughly with you.	Up the limit of claims you can check each time. [Name Redacted] is rude and not helpful. He doesn't even check up to the limit of 10 claims.	Low reimbursement on claims.	Multiple Services
		To balance payer load due to poor Medicaid reimbursement.	Primary Care
EOB's are clear and easy to understand.	Allow more money for services provided!		Specialty Care
Willing to research our claims issues and tell us how to get it processed correctly.	E-mail turnaround time responses improved.	But we do limit number of new gastric by-pass patients to 1 per month.	Specialty Care
When they know the answer they are very helpful.	Change all codes to be the same as all other insurance.		Specialty Care
About half the time I have had them say they are taking care of a problem, only to find out a month later that they didn't.	Work buy back better. Automated phone to check on eligibility.		Multiple Services
They look for the answers, even when they aren't sure.	Make hold time less!		Pharmacy
	Answer the phone. I'm on hold for a long time.		Dental Services
Sometimes, but rarely, I'll get someone who seems to care about my problem or question, but that's rare. It's the tone of voice that sounds derogatory.	On hold way too long - really hate the automated system that decides for me that I've been on hold too long and then disconnects me.	But we should - you barely pay us the cost of supplies, plus, the clientele aren't very compliant usually and act like the world owes them something.	Specialty Care
They do try to be helpful.	Be more accessible by phone. Reps give consistent information - all have the same correct answer. Please do not refer to the impossible to navigate web page for billing instructions. Be willing to fax back-up documentation.	The reimbursement for (adult especially) DSHS clients is horrible. We would not be able to keep our doors open for business if we didn't.	Multiple Services
When a helpful customer service representative answers the phone, it makes all the difference in the world.	Review your employee's phone skills. Monitor phone calls taken by customer service reps. There are some very rude individuals calling themselves "customer service".	We limit all incoming patients to referral or current pregnancy. Our clinic is full to overflowing. And it is necessary to limit the number of monthly deliveries for Medicaid patients for reimbursement reasons.	Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
		Most adults with Medicaid have already a PCP. We limit new patients - adults only - open to all children.	Primary Care
The authorization people are very helpful and Diane Baum has been fantastic getting back to us and answering our questions.	Reduce the time "on-hold" for the provider relations phone number.		Durable Medical Equipment
	Wait times when calling for questions is too long.		Optometry
Nothing special, I can't think of anything.	Get more people to answer the phone promptly, and answer questions more accurately. More competent people on the phone. Also, get the UB92 Crossover working to process the Rural Health Medicare claims when they crossover. This has caused our A/R to be very high.		Multiple Services
Once I get one (customer support) on the phone, after a way too long hold, they are very friendly and helpful.	Have a friendlier customer support line voice on the recording that first picks up the call. Plus, what she says does not make sense. Wait time could be 30 minutes unless all agents are busy. Way too long on phone hold!!! Better hold music would be nice, some rock-n-roll or something.		Optometry
I appreciate the help line.	I wish we could be mailed a printed copy of billing rules - I have trouble printing off the web pages - I also do not have time to search for needed material on-line and change screens to do it. Wish we could have quarterly meetings.	Limit to one county and adjoining counties, cannot afford to take too many DSHS clients from outside our area. Clients are very often unreliable to keep appointments or follow instructions.	Multiple Services
	Have a hard time reaching anyone at DSHS - long hold time on phone. More staff.	We will now see a lot less because of the mandatory VSP for vision.	Optometry
Paperwork is easier than it used to be.	Reimburse at a higher rate - can't break even with staff wages especially for prophys.	Adults, because of low reimbursement.	Dental Services
Just like Medicare, Medicaid is very "picky" when it comes to the HCFA - Staff helped me produce a clean claim and allowed me to fax, after months of trying!	More staff to answer the phones, we are always calling at any time of the day during "high call volumes" and then the phone hangs up.	But thinking we might. Getting an interpreter is extremely complex and they do not call to cancel the appointments.	Physical / Occupational / Speech Therapy
Very pleasant on the phone.	When sending in multiple claims on "one" patient. Send payment on all claims at same time, not dole out one at a time.	Because of cost, it doesn't cover the products used or employee's time. We consider this one of our ministries.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Our contact has been minimal, we are a new practice.	Make the website easier to navigate, conform more to industry standards, i.e., eliminate having special codes for hospital litigations, place of service/type.	We are primarily Medicare and accept DSHS as the supplement - We also participate with Healthy Options through Premera/Regency.	Multiple Services
	Unable to reach anyone most of the time, more access to real person.		Specialty Care
Information flow is good (i.e. claims and charges, etc).	Process claims in a timely manner, especially the Rural Health claims.	Practices are full - not accepting new patients on any plan.	Multiple Services
Helpful once I speak with someone.	Answer the phone, you are impossible to contact.		Specialty Care
		Reimbursements.	Multiple Services
Most try to be friendly; a few are not. Most try hard to get correct answers to our questions. More than a few times we were given incorrect information that costs us time and money. Not appreciated.	Provide update - correct allowances and coverage's when a new provider signs up. Provide faster telephone service - it is a 30 minute wait 98% of the time I call in. This prevents checking a patient dental history and we lose an even greater amount of money.		Dental Services
	Increase provider customer service phone lines - difficult to get through the majority of the time.	Not cost effective to increase clientele.	Multiple Services
Helps us find needed information on-line.	Answer provider lines, have better customer service with coordination of benefits department.		Specialty Care
	I have sent claim forms with identical information: denied incorrectly first time, paid second time sent - needs to improve claim process.		Physical / Occupational / Speech Therapy
	Update necessary codes for dental in a timely manner - 11 months behind on last code updates - therefore, several of our claims denied over and over again - \$6,000 - \$10,000 dollars adjustment off!	For Dental, the write off is so great, plus the paperwork.	Dental Services
	Be available on the phones. Half hour waits are ridiculous.	80% of our practice is pediatric - so we don't see adults.	Specialty Care
Most of the customer service people are really nice. Thanks!	[Name Redacted] always treats me as if I'm 2. He could be a little nicer, also, don't lose consent forms! I must send in 4 or 5 before you guys pay us.		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
To resolve "problem" claims.	Better solution to the CAH Healthy Options reimbursement of costs. MAA's solution will not be the best solution - making "dual billing".		Multiple Services
	On-line corrections.		Multiple Services
Pays within reasonable timeframe.	When claims are sent in, enter them into your system correctly so they'll pay instead of denying due to incorrect information. Information was sent correctly - entered wrong.		Multiple Services
They return calls and seem to be trying - however, often the information given is wrong and causes more delays.	Follow through accurately and with current, timely, answers and/or information.		Specialty Care
Helps trouble-shoot.	Nothing I can think of.		Other Services
	Answer phones - help with problem claims.	Reimbursement is low.	Specialty Care
	If a doctor (eye) has a dispensary, they should be required to do eyeglasses, not just the exam! There is not enough money to make the eyeglasses cost effective, so many providers do not do hardware. It makes it hard for the rest of us to absorb all overflow.	We will have to start limiting unless more providers become available soon!	Durable Medical Equipment
Claims processing is reasonably prompt and accurate.	Reaching someone, customer services rep, by phone is extremely difficult and sometimes impossible.		Specialty Care
Once you get to the person needed, they are very helpful.	Shorten telephone waiting time. Average 20-30 minutes.		Multiple Services
Electronic billing (old system - have not used new system). Internet information and billing information.			Other Services
They try to be helpful.	Phones are too busy and get stuck on hold too long.		Pharmacy
The new pre-authorization plan is a great help - takes a lot of guesswork out and keeps us from denials and having to re-bill.	PLEASE - Pay more for immediate dentures - they are much more time and work!!	When we get booked up with "cash" patients, we give them priority because DSHS doesn't pay as much.	Dental Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Representatives are very helpful.	Wait time is usually VERY long when we call. We are not set up with internet.		Lab / Radiology
Great at answering questions when we can get through.	It would be nice if we could get through on the phone. We also have to spend a long time on hold waiting for customer service.		Specialty Care
According to our patients this is the best insurance ever.	Get more telephone lines to get through to a representative.		Multiple Services
According to our patients, this is the best insurance she has ever had because she doesn't have to pay for anything.	It would be nice if you had more telephone lines or staff so you don't have to wait 30 to 40 minutes for help.		Multiple Services
Wait time when call to DSHS is unreasonably long - usually takes 20 to 30 minutes.	When we have to resubmit a claim it usually takes 2-3 times to get it corrected due to lack of help from DSHS. Never seem to have full information given. Reimbursement is terrible.		Other Services
Provider relations helpful with confusion on billing - crossovers with Medicare.	Clearer remittance and status report.		Durable Medical Equipment
Very pleasant people. Very professional. Prompt payment.	No complaints.		Dental Services
	More phone help. Quicker paid. Stop changing the rules.	No new adults, children only.	Dental Services
RA shows sending claims which is helpful. Electronic bulletins.	Answer phones, provide workshops for providers, process adjustment claims timely.	Low reimbursement.	Multiple Services
I always contact the provider field representatives.	Increase size/hours of Qus. 3 week backlog! Can never get through to provider hotline.		Specialty Care
The web site is very useful.			Other Services
	Pay claims in a timely manner. Don't deny claims for silly reasons, i.e.: used "pink" highlighter instead of "yellow" on claim.	Not cost effective. We do other charity also.	Dental Services
	Hire more staff/customer service to answer phone. Wait time is 30 minutes or longer.		Physical / Occupational / Speech Therapy

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Not a whole lot. Most staff (not all) sound like they don't care. Staff is knowledgeable, but acts/sounds like our questions are ignorant.	More people to answer phone! It take DAYS to get through to speak with someone, 99% of time we're on hold. TERRIBLE phone service!	Not yet; however, we do limit one per day.	Optometry
Once we get through to you, we eventually get the information we need.	Provide easier access to benefit and claim information.		Emergency Services
Answers questions when we have them.	Make it so that when we call with questions we wouldn't have to wait on hold for 30 minutes.		Optometry
I don't have enough experience with DSHS to make any judgment.	DSHS should allow chiropractic care in more cases. DSHS doesn't allow us to provide services to very many people who could benefit from chiropractic care.		Specialty Care
Not much - they don't cover chiropractic unless you're under 18. Most DSHS patients are over 18!	It would be nice to receive a payment rather than denials every time an EOB comes in.		Other Services
	Make it easier to communicate by phone. Pay more promptly!!! Too much paperwork for the fee paid.	We are about the only office in our area that will accept coupons. We cannot take them all so we do limit. We take children and adults who have been our patients before. Very frustrating to not receive payments currently. We have many unpaid claims back to Nov & Dec.	Dental Services
Very rarely able to get phone calls through to your staff.	We find the phone to be almost useless, as there is always 20-30 minute wait. Backlog of payments due our office. It is discouraging waiting for payments.	We try to take as many as we can, but there are not many Doctor's in our area who will treat DSHS patients and we cannot take them all. We cannot afford to take many adults, as the fee does not cover expenses.	Dental Services
	Be more accessible. Be more helpful with Medicare coverage claims.	Patients do not keep appointments. Must reschedule constantly.	Optometry
	Have line to call that is not busy all the time.	Low reimbursement hurts ability to help.	Multiple Services
Takes forever to process claims. Never can reach a person to speak with.	Make claim processing quicker and easier. Is better since we now have E-claims and direct deposit.	Too long to process and be paid for services. Additional staff time required when tracking down payments.	Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Turnaround on payments is very quick.	Telephone lines that are accessible. To be uniformed with Place of Service codes. Increase fee schedule. Take out dash for middle initial on electronic billing claims.		Physical / Occupational / Speech Therapy
Very helpful with claims denials and problems.	Better phone system for providers to call in. It's very difficult and time consuming to get help.		Specialty Care
Good communication and on-line internet claim.		Our overhead is more than DSHS pays.	Dental Services
They are people like all the rest of us.	Don't know.		Durable Medical Equipment
Explain any question.	Have a phone # that you can actually get through to talk to someone. More staff perhaps? Have practically given up.	We are in a rural low income area. If we didn't limit it, we would be overwhelmed. Only practice in the area. We see only children.	Dental Services
They work well with prior authorization requirements.			Durable Medical Equipment
	DSHS is almost impossible to reach by phone. Create a queue for incoming calls - do not cut off the call leaving us no way to reach you regarding claims.		Primary Care
Corrections on Tad - very courteous.	Go live with SNF Electronic Billing.		Specialty Care
Answers my questions to the best of their ability or directs me to people who can.	We have a BIG problem with billing and getting reimbursed for splints.	We do not get adequately reimbursed.	Multiple Services
	Shorter wait time when you call with a question.	We only serve Columbia County. Too many patients, not enough Dental Offices who accept the coupon. A big problem!	Dental Services
	Pay more. Less hassles paying claims. Less problems paying as 2nd.	We pay to see patients. Our malpractice cost per client higher than your reimbursement.	Specialty Care
	It's very difficult to get through to a service provider.		Specialty Care
	Don't send multiple envelopes saying claims in process. Just pay them promptly. Accept DSM codes for mental health services.	Billing takes longer than any other insurance and pays less. Patients are no show often and don't pay bills.	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	More customer service staff.		Specialty Care
Most claims are settled promptly. Some are never settled???	When we send in for pre-authorization and DSHS authorizes the procedure, it would be nice if they honored the authorization when we send in the claim. It is denied every time, even with the pre-authorization okay.		Dental Services
My JP rehab claims had problems, and Bev Atteridge, I rate a 10 in all her help.	Have more people answering the phone. It is not unusual to be on hold for two hours.	N/A. Our DSHS and HMO clients are 50 + %.	Multiple Services
Have only had to call a few times. They do fine.		But no longer accept new patients.	Multiple Services
Not much.	Answer the phone promptly and follow CDT 4 Code guidelines at all times.	Money received for treatment rendered.	Dental Services
We have had good experiences in getting answers to any questions we've had.			Primary Care
Have Allan answer claims line. He is great! He didn't talk to me like I was stupid; I really appreciated his help.	Process claims in a more timely fashion. Don't make the provider refill and figure out mistakes made on your end. Less time on hold for claims questions.		Other Services
	Can never get through on the phone line, more phones.	The cost write off.	Dental Services
Nothing! Can't get through.	Answer your phone.	Payment issue.	Specialty Care
		Full practice.	Specialty Care
		Low pay.	Multiple Services
	More Customer Service persons to answer the phone. Offer more information when working through a claim problem.		Specialty Care
Bruce, in authorizations, is very helpful!	Better communication (in-department), and accuracy when entering claims - i.e., codes, PIC's, birthdates, etc. Pay more for immediate dentures - they take a lot more work.	Have considered it due to the amount of work involved to get paid and receiving very little reimbursement for it.	Dental Services
	Shorter wait time for phone calls.	High no show rate.	Optometry

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Great about paying claims quickly.	The wait time to call and get claim information is EXTREMELY long, usually 30 minutes or more.		Optometry
The majority of people I've talked with have been polite and informative.	We still use paper HCVA's (and we do not yet have internet). To contact any person over the phone is extremely difficult (line is ALWAYS busy) and there have been a lot of scanning errors.		Physical / Occupational / Speech Therapy
	When I call either I cannot get through or I am on hold for at least 30 minutes, I do not have the time to spend that much time on a claim.	Too costly.	Primary Care
They are friendly and helpful!			Other Services
		Cost/complexity.	Specialty Care
They call me back - usually the same day.	The winasap2003 software could be easier to use and all the staff at DSHS should be trained on the use.	Because there are so many people in need I wouldn't have time to schedule anyone else, AND at 25-30% of our fees, it is really challenging.	Dental Services
Your staff is pleasant and helpful.	Have more phone help - less time on hold. Easier access.	Financial. Medicaid pays so little it's virtually impossible to afford to give care to very many Medicaid clients.	Multiple Services
When you can contact DSHS staff, they are helpful. The problem is being able to contact somebody.	Answer the Providers Relations Unit 800#. I have NEVER been able to get through on this number.	Due to the difficulty of dealing with DSHS, our office is no longer accepting new patients with Medicaid.	Dental Services
Research and solve problems or answer questions.	Less hold time on phone.		Multiple Services
Look up lost payments on hearing aids.			Other Services
Take care of old claims.	When processing claims, if PIC codes are not perfect, use DOB to stop delay in payment.	Fees paid are too low to support practice, and commitment from patients has proven to be low.	Dental Services
Not sure? We can't ever get through to anyone!	Become more available and in a timely manner.	Billing, and it takes FOREVER to get reimbursed!!	Specialty Care
Review denial reasons and tell me how to fix them.	Be courteous. Be available more; cannot get through by phone between 10 am-4pm.		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
I eventually am able to speak with someone who helps explain why a claim was denied.	Shorter phone waits. If we have an omission or error on consent, please let us know what it is! Not reduce the payment for a service that is cost-effective!	If No, why? Because these patients need care and they shouldn't have to drive long distances or wait long periods of time to be served. Our costs are NOT covered by the reimbursement.	Specialty Care
Hard to find an answer to your question.	Answer phones more promptly. Give better answers to e-mail questions. Don't disconnect callers because all YOUR agents are busy.		Services Not Specified
	Crossover claims from Medicare should not require the entire EOB which includes other clients. It should only require the portion pertaining to the claim and should not be denied. Difficult to reach individual customer service representative.		Durable Medical Equipment
Nothing - we can almost never get ahold of anybody, and not much is accomplished when we do.	Quit leaving claims in process for 6 months or more if you have the claim - pay it.	Could not keep our office open with too many DSHS patients due to low reimbursement.	Specialty Care
They will look up 3-5 patients during one phone call.	Be available within 15 minutes to speak to someone.	Reimbursement.	Primary Care
	Pay better for dental.	LOW, LOW PAY, no shows.	Dental Services
If a customer service representative does not know an answer, they will research for correct information.	Hold times of 20-25 minutes is extremely inefficient. Continuous busy signals are an annoyance.		Specialty Care
Attempts to resolve 3rd party problems, but apparently does not have cooperation of the claims processors. Information is provided and claims are still denied after being in process for weeks. Repeats after calls to correct.	Process claims faster and process 3rd party claims correctly the first time rather than the 5th or 6th time. Save trees and tax dollars by paying rather than staying in process for weeks. We just need payments or denials. PLEASE READ: Information provided on/or with 3rd party claims! This is a MAJOR PROBLEM for our clinic and probably many others.	We are a small company and could not keep our doors open without limiting clients with DSHS. Your reimbursement is far too low, which makes serving low income families very difficult. We see many autistic children who seriously need our services. Many clinics won't take DSHS clients at all. You currently owe us \$4500, prior to 12-31-03 DOS. That is a lot for a small business to carry!	Specialty Care
	Pay better.	What you pay does not cover the cost of seeing the patient.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Make it easier to get ahold of someone to help you.		Physical / Occupational / Speech Therapy
I can't think of one attribute! Your service to providers is deplorable.	They procrastinate! Be available for quick questions regarding claims, procedures, etc. To wait 1,2 days a week is absolutely pathetic.		Pharmacy
Case managers are usually excellent.	Management staff needs more training on working with Providers.		Physical / Occupational / Speech Therapy
Only if I get ahold of someone do they help with eligibility/claim status.	Hire more people.		Specialty Care
It has been better lately, but last year was terrible!			Other Services
Always polite and helpful.	I am VERY confused about the procedure to switch to EDI. [Identifying information redacted].		Emergency Services
Has improved.	Assistants with DMB claims. Trying to get 2nd provider a number.		Specialty Care
Not much.	Fees schedule will need to nearly triple to make it worthwhile to see DSHS patients.	We would be broke.	Multiple Services
Sends R/A and wire transfers promptly.	Answer phone calls in a timely manner.		Pharmacy
	Accessibility to guides made easier on website. Claims processing - too many channels for payment - slow process; i.e., PA for W/C then authorization received, then need to phone in DOS & SN, and then finally able to submit - otherwise denied even if authorization on file.		Durable Medical Equipment
They always help with answering my questions and helping me solve my problem.	Too long of wait on customer service phone line. Sometimes it takes days to get through.		Dental Services
	Customer service line is always busy. DSHS needs more customer service people and knowledgeable.		Primary Care
	Enable better provider call center - long hold/delay, NO return calls, etc. Lengthy enrollment process needs work.	Not able to continue practice (costs) with the low reimbursement rate.	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They give you the information you request over the phone and research it if needed for status of claim.	Answer voice mails on a more timely basis. I sometimes have to leave 4-5 voice mails before I can get someone to return my call when I am requesting a copy of an RA.		Pharmacy
	Your 800 number is the WORST. Speaking with a member of your staff is great once I get through on the phone.	Payment % is too low and payment is too slow.	Specialty Care
Customer service. Get to the call faster. When calling the wait is too long.	Ask a supervisor if they need help or don't understand a question.		Specialty Care
Cindy is wonderful and so very helpful. Best I've EVER worked with!	Looking forward to on-line TAD services.		Multiple Services
	We don't have to call often but when we do it is very hard to get through. Long waiting on hold.		Specialty Care
	30 minute wait time on phone; can hardly ever get through!		Lab / Radiology
I've never been able to get help due to the amount of time on hold.	Give better phone number or get more help with customer service.		Other Services
Once you can get through to a person. Very helpful and knowledgeable.	Reduce on hold time; make billing rules and guidelines easier to access.	Reimbursement rate.	Primary Care
Case Managers are helpful. Lots of communication.	Award letters on minors are delayed because they belong to other programs.		Other Services
Cut down waiting time on the phone. Need better training on FQHC billing method.	Whenever have new code we always get error on those claims. Customer phone system. The information on the claims were being misread.	All welcome!	Multiple Services
DSHS is courteous, prompt, and efficient.			Multiple Services
Obtain information correctly.	Have more staff to answer telephone.		Multiple Services
	Pay more, pay faster, and stop denying payments for services you should be covering. We have to submit several times to get paid.	Reimbursement amounts.	Optometry
Cannot get through on the phone. Never get questions answered!!!	Do not have name or phone number of contact person!!!		Physical / Occupational / Speech Therapy

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Provide correct information re: procedure codes I can be reimbursed for (I was given incorrect information and ended up seeing patients for no reimbursement). I think it is a waste of money to send claims in-process notifications (no other insurance does that).	You won't reimburse for 90801 - Psych exam, so I am now doing primarily consults for primary care providers who are desperate for assistance.	Multiple Services
Very well, when I can actually get ahold of someone.	Offer more phone lines??? It's almost impossible to get ahold of someone.		Physical / Occupational / Speech Therapy
	Pay claims faster. Increase allowance for procedures. Screen recipients more thoroughly to determine eligibility and recheck periodically to see if abuse of system is occurring.		Dental Services
The expedited authorization makes life much easier.	The hold times when calling. Explain to customers that have Molina or Community Health Plans to CARRY THAT CARD!		Pharmacy
DSHS is by far the WORST insurance company to work with on just about every level. Your staff are generally friendly, but they do not follow through on what they promise (re: claims processing).	Reject less claims for stupid reasons. Pay more. Shorter hold times. Learn Podiatry billing and follow HCFA guidelines more closely. I'm sick of "routine foot care" rejections when they ARE not routine. Have your State return calls. Have [Name Redacted] return her phone calls!	Reimbursement is too low and dealing with DSHS and all of your bureaucratic nonsense make it not worth the \$.25 per patient.	Specialty Care
	Answer your phones. If you answer, don't put us on INFINITE HOLD (i.e., 30-60 minutes). Pay us enough so we are not PAYING OUT OF POCKET to see your patients.	We SHOULD, and will consider doing so. Payments NEVER cover even our OVERHEAD costs. Never! How would you like to be PAYING clients to see you?	Primary Care
	Shorter wait times.		Durable Medical Equipment
ONCE you get through to a customer service representative, they are very helpful in helping with how to bill, where to go on the website to find information, etc.	Easier phone access to customer service. A "user-friendly" website.		Multiple Services
Identify patients and their correct coverage.			Primary Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
(Excluding Residential Care Services) From the time we contact for Medicaid financial & medical approval, everything goes smooth. We appreciate their quick response. Leona, Melba, Alene, Sandy are always on the ball and ready to help.	The financial workers are much better to work with than they used to be. Families still complain about them. Anna in Olympia does a great job with our TAB and doesn't get upset if a mistake is made. She just calls and fixes it.		Specialty Care
	Provide Chiropractic benefits. Idiot proof instructions for billing Medicaid as supplement to Medicare when Medicare does not automatically bill you.	They limit themselves. Medicaid does not pay chiropractic unless it is supplement to medicare. Most Medicaid patients are unable to pay on their own.	Other Services
Caseworker returns calls promptly and answers questions.	Financial workers need to be more prompt in returning calls. Often messages are left for several days before they will return calls. Tone of voice can be much friendlier.		Physical / Occupational / Speech Therapy
Usually returns phone calls in a timely matter.	Be able to answer the phone when I call.		Other Services
		Cut down on working hours and no longer accepting new patients.	Primary Care
Helps when needed on Electronic claims. Good response	Electronic eligibility needs work. It does not show requested date of service and it doesn't show anything when patient has had DSHS. Should show ending date or "not eligible at this time" or something similar.	Thurston County Jail only.	ARNP Services
When you can finally get THROUGH, they work hard to get your answer.	Shorter wait time on hold.	Amount of payment and time it takes to get payment.	Dental Services
Your payment seems to be quicker than in the past.	RAISE your benefits and include coverage on crowns for patients on posterior teeth.	Can't afford to. We have to write off so much money. We aren't accepting NEW DSHS patients.	Dental Services
Answer my question by e-mail.	Answer phones (in person) faster. Faster e-mail response. Have automated eligibility line.		Lab / Radiology
I feel DSHS is always helpful. If the CRS is unable to help, they are willing to find help for us elsewhere.	Limit the provider hold time (phone).		Durable Medical Equipment
Answer all my questions; will verify information if unsure.	It is very difficult to reach you by phone. Wait times are too long and most times it takes 3 calls to get through!		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
I can never get through on the phone. Hold time too long for small practice with 3 phone lines.	More phone staff.		Specialty Care
We hardly ever get through!	Hire more help for provider relations, especially since we can't call Airway to check glasses eligibility.		Optometry
	They need to shorten the waiting time.		Multiple Services
	Shorter wait time when we call.		Optometry
	Better billing instructions on website - about as clear as mud; not updated enough to new technology.		Specialty Care
Great provider relations department (only Rita Hanc). Rita Hanc assists us in any issues we have, and provider relations fax # for claims status.	Better customer service reps, so we don't have to use provider relations for simple issues.		Specialty Care
Provider relations always great! If the person I'm speaking to doesn't have transfer, she will always investigate and call back.	Not as long phone wait.		Optometry
Work closely with the financial workers at the Bellingham office in regards to participation letters.			Multiple Services
They are always willing to help, but sometimes they to don't have the answer and need to check with someone else or transfer, transfer, transfer.	Limit the time on hold when we call with questions.		Multiple Services
	Develop a faster way for providers to contact customer service - 45 minute wait time is TOO long!		Optometry
Nothing.	Make it the same as Medicare.	Hard to work with Medicaid.	Durable Medical Equipment
Set up better communication to pharmacies.	Up reimbursement.	Reimbursement levels too low to sustain profitability.	Multiple Services
Electronic billing is responsive - much more than before.	Pay more. You require more paperwork than anyone and pay less. Some kids just don't change that fast.	Pay is 1/2 of fee. Paperwork requirements are more.	Physical / Occupational / Speech Therapy

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Very prompt with prior authorization (after the phone wait time).	Wait/hold time on the phone.		Pharmacy
Returns back messages in a timely manner.	Wish there was a way to verify payment by Title XIX on-line.	Based on contracts held by DASA/DOH.	Other Services
DSHS helps me get the correct information I need when a rejection comes up, and helps connect me to the correct department to further assist me.	Being on "hold" for over 5 minutes is difficult as it ties up a phone line and customers cannot get through to us and have to leave messages. This frustrates our customers.		Multiple Services
Very helpful when I can get through.	Have more phone lines. Pay Medicare cross-overs timely.	Less reimbursement than other insurance carriers.	Multiple Services
Rita Honc provides wonderful follow up on questions/concerns. The pre-authorization staff have also been great to work with and usually respond in a timely manner.	We waste a lot of time on hold/phone calls in addition doesn't this cost the state via 1-800 #. Staff have been up to 1 hour - there should be a better way? Assign provider day of week to call or something.		Multiple Services
They have shown themselves to be good business partners when confronted with issues.	More electronic solutions. Using faxes rather than mail to communicate information - e.g. provider numbers.	Only if we are not the appropriate level of care providers.	Multiple Services
	In our county some of the patients have vision care through Molina. This is a closed panel (DSP) and most of us are not able to care for these patients.	No show rate is too high.	Optometry
	Put the tooth number on the remit report.		Dental Services
Take the time necessary to answer all questions. Always asks someone else if they don't know.	Have a shorter time to get a person when we call.		Multiple Services
Arlene in the MEbB Section take back is excellent - She seems to know more than the rest of the staff at the call center all together.	[Name Redacted] is rude and hard to work with.		Physical / Occupational / Speech Therapy
	In the three years of my billing experience, I have been able to get THROUGH to a "live" body once and your web site was no help.		Emergency Services
	Can't get through, more available staff.	Low reimbursement.	Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Nothing. The only reason I marked 50-50 to no (on question 1) is the few HCFA's that are processed and paid correctly, which should be something that is 100%.	Attitude. Not willing to look into problems with EOB's....would rather "pass the buck".	Reimbursement is lousy. In fact, we recently terminated our contract with you because of the reimbursement and the number of HCFA's you processed incorrectly.	Specialty Care
Quick responses to faxes for prior authorization.	Easier to get expedited PA numbers that are added. We request updated lists sometimes and do not get them.		Pharmacy
Educate patients with their benefits.	Less phone hold time, please! I cannot wait over 30 minutes on hold and conduct business with patients.		Optometry
	Assist in outreach and dental referrals. Almost non-existent at this time.		Dental Services
	Hire more employees so you do not have a 1/2 hour wait time.		Specialty Care
It's so hard to call and not wait long. Need more customer service.	Have more phone lines, customer service.		Multiple Services
	Less on-hold time.		Specialty Care
	More staff on hand to help providers. The wait time on hold is sometimes greater than 1 hr.		Multiple Services
Not a whole lot.	Explain in detail why certain claims are denied.	Reimbursement is poor and DSHS patients are extremely demanding.	Specialty Care
Can't answer because we are always on HOLD!!!	Answer the phone. Not leave us on hold for 1-2 HOURS!	Low fees.	Primary Care
	Organize your website more efficiently. Respond to phone inquiries more promptly. Process claims more rapidly. Too much red tape with pre-authorization process.	Reimbursement rate is 37% of fee schedule. It costs us money to see DSHS, Medicaid, Molina patients. With Medicaid we take a hit on Medicare reimbursement and then DSHS pays nothing to supplement, yet we still have to bill DSHS which is an administrative cost/burden.	Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Where did Karen go? She always told us what page to read to understand our errors.	Go the extra step to get claims paid. Sterilizations pay so poorly and are denied due to doctors signature. It's the same signature he used to join DSHS!		Multiple Services
Whenever I talk with a DSHS representative, they are able to help me/us.	Be more accessible by phone. Clean up all DSHS's "special requirements in billing" please. Only problem is it's very difficult to get a person on the phone.	We limit to only families in our local area: Arlington, Granite Falls, Stanwood, Darrington.	Multiple Services
	Timely payments.		Specialty Care
	Less time on hold.		Specialty Care
	Please send out a memo describing when you can charge for a developmentally disabled client physical - these are very confusing.	Poor reimbursement.	Primary Care
I've always been treated nice on the phones and the people seem patient to help out.		The doctors can't afford to see very many DSHS patients. DSHS pays about 40% of their fees.	Specialty Care
	Send reasons why claims are denied that are clearer and make it easier to contact someone for questions.	Not a sufficient reimbursement.	Primary Care
	Send out some type of description page to let us know how to read the coupons and what the insurance codes stand for, it's really hard to track this information.	The rate of reimbursement, and the patients are not reliable for showing up to their appointments.	Specialty Care
Answer the questions I need right away.	N/A.		Dental Services
		Reimbursement, as well as single practitioner.	Primary Care
	Easier telephone system - Rarely get through - better understanding of care needed by nursing home patients that are very ill.		Multiple Services
Timely payments and mostly accurate.	Eliminate HMO's. Stop disconnecting phone calls after lengthy wait on hold!		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Nothing.	BE AVAILABLE in a timely manner. Know what they are talking about to answer questions. Process claims correctly so buy backs in a timely manner - not YEARS later. One year time limit like we have!	Not yet.	Multiple Services
Once connected, gets help needed.	Wait to be connected is too long - Pay attention to attachments to claims to avoid denial thus lessening phone calls. On code "068", can you access record of Part A and Part B coverage to avoid denial of Part B claims?		Specialty Care
They respond to our claims quickly if they are submitted correctly the majority of the time.	It is difficult to reach customer service when problems do arise. Wait times are ridiculously long.	The fee schedule is so low, that we must limit patients in order to maintain financial profitability.	Dental Services
Todd and Sarah, in Provider Enrollment, are wonderful. Always very helpful and pleasant. Good Job!!	Hire more people for Provider Enrollment. As I said, Todd and Sarah are wonderful but swamped. Get them some help.		Multiple Services
Very helpful. Recently worked with Lynn and she seemed very knowledgeable.	Wait time for assistance is always over 20 minutes on telephone.		Durable Medical Equipment
		Fee schedules are so low - barely cover chair time and office expenses.	Dental Services
Nothing!	Stop use of NDC # requirement.	No new patients.	Specialty Care
The people I have personally contacted have been considerate, knowledgeable, and helpful. Thank you!	Stop reducing the payment for services. It makes it challenging to justify services for the clientele with Medicaid funding. It puts the provider of such services into a difficult personal decision of whether to continue services to such clients. Secondly, please carefully review the HCFA forms as there are often noted errors in the E.O.B. that I must correct and resubmit - errors that happened during the DSHS review - not the initial claim.		Physical / Occupational / Speech Therapy
We have very few DSHS patients, but when I do call its usually to verify coverage for old dates of service and you are always happy to help.	Get more people to answer phones so hold times aren't so long.		Other Services
What you did wrong on your claim.	How to fix CPT or ICD9 code that you accept?		Multiple Services
Willing to help though bill questions!	Cut down provider wait-time on phone if possible.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They understand our unique situation as a school clinic.			Specialty Care
	When we fax for authorization - get an answer back faster - we've been waiting up to 3 weeks for a reply.		Multiple Services
Status of claims. If I can get through to a customer service representative.	Identify patients - especially if patient did not have a coupon and his or her coverage is retroactive.		Specialty Care
Gary Monroe in Provider Relations is great at solving problems and communicating.	When bills are resubmitted with notes or letters explaining the problem, it would be good if someone called the provider back instead of just rejecting the bill with the same form letter.		Specialty Care
If the person doesn't know the answer, they are really good at finding it and getting back to us.	Somehow cut down on the amount of time waiting on hold before being able to talk to a Provider Service rep.	Only when we are close to overspending the allotted amount for our agency.	Other Services
I don't have much contact with DSHS. I send claims through the mail.	Pay more for services. Work with others States on provider number (so that you don't have to have individual numbers for each state). We have seen one child on emergency and to get paid, we had to get provider #. Big hassle.	Limit to children from Lopez only.	Dental Services
	Answer phones faster. Hold time usually 30-40 minutes!	No outside Rx.	Optometry
Nothing.	Its obvious through their phone voice that they are overworked and under staffed. DSHS staff never return calls on a timely basis, that's IF a person can get through to begin with! Your program has gone down hill! New provider contacts are not dealt with until the 2nd or 3rd fax and forget about provider service getting through! Why is it that all J codes are denied, as needed a NDC number? UGHH!!!		Primary Care
	Medicare doesn't pay code 92015 refraction and DSHS does - why not just pay instead of making us rebill WITH copy of voucher that takes so much time.	It is getting harder to accept when you do not push up ANY after Medicare - Thus, is a big write off.	Specialty Care
Don't know - Never can get through on phone lines. "Lines always busy - "call back later".	Make customer service more accessible.	No profit - Most services at a loss.	Dental Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Quick response if contact DSHS via internet e-mail.	Open up line 800-562-3022...impossible to reach someone if call - clearer instructions on how to bill claims.		Primary Care
Answers questions.		Reimbursement is very bad.	Physical / Occupational / Speech Therapy
Nothing.	Try to be helpful.	1. You either don't pay or, 2. You pay SO little, it makes it difficult to pay the rent, let alone staff, we make 0...We write off more than you pay!	Specialty Care
Will pull previous claims to correct codes and resubmit over the phone.			Dental Services
E-mail responses are consistent and done in a timely manner.	Regarding rebilling, often times one line will be responded to and the other won't, which delays payment and additional rebilling.		Specialty Care
E.O.B.'s are clear and easy to understand.	Hire more phone support - it is frustrating to sit on hold forever. Need a website to check eligibility and claim status.		Specialty Care
	More phone lines.		Physical / Occupational / Speech Therapy
	Less time on hold to start. Pay claims more timely. Verify inputted information to stop claim denial for wrong information inputted by DSHS.	Lack of payment - NO new patients accepted.	Primary Care
Answers questions when you finally get through on provider line.	Simplify billing regarding special HCPCS and modifiers - also COB.	Reimbursement low and difficulty finding specialists to refer patients to.	Multiple Services
Very helpful where prior authorizations are concerned.	Have interactive voice response to check on claims so that we don't have to sit on hold for long lengths of time.		Durable Medical Equipment
	Improve turnaround time between claim submission and payments.	Low payments and poor turnaround time in receiving payments.	Physical / Occupational / Speech Therapy
	Have more staffing - the lines are busy all the time.	We are one of very few ophthal. offices in the area to take DSHS, we limit number of new clients.	Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Very hard to contact.	Reimbursement is so little that we cannot afford to treat more people.	Dental Services
	Stop wasting so much money mailing one sheet of paper in a large envelope. Go back to legal size envelopes for mailing - \$\$\$.		Primary Care
	Understand Rehab Services for hospital patients and not automatically send patient to nursing home.		Multiple Services
	Make patients aware that emergent coupon people bring coupons in a timely manner.		Specialty Care
They always try to find documentation to support their answers.	Often times the answers received are vague and the documentation does not help either.	The volume of Medicaid patients can easily overrun the practice, which could not financially survive.	Multiple Services
Friendly.	Very hard to get through to you. When we do, the wait can be very long.		Specialty Care
Some of the people know what they are talking about...some of them do not have a clue!	Answer the phone! We get cut off all the time. The last time we contacted the provider line it took TEN (10) calls to get through (all agents are busy)!		Specialty Care
With the exception of [Name Redacted] (he is not polite nor very HELPFUL), everyone else assists me with my question and is very helpful.	Always check the NOC's on line 19 of the HCFA so they will not continue to deny these type of claims. Basically address the messages that are put on line 19 of the HCFA when processing claims.	Low reimbursement and complex billing.	Multiple Services
Somewhat.	Phone wait time needs major improvement.		Specialty Care
	Change that message in the beginning - "will result in 30 minute wait time unless all agents are busy". Makes no sense!!		Multiple Services
	I don't get resolution to my problems after I call. Resubmit to this and that. The claims we send are sufficient for other carriers! I figure if I bill out a service, I will get several reports...pending...then I figure I will eventually have to write it off. Charity care!	Low reimbursement for the work involved. All the paperwork. Can't run a business and get paid substantially less than our overhead.	Primary Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
The supervisory staff...Norma (COB) and Barb Hansen (claims) are very helpful and a pleasure to work with!	Customer service could be a bit more pleasant.	Do not accept new patients with "open" Medicaid coupon. Reimbursement rates too low to cover expenses.	Multiple Services
The eligibility and TPC department are great. Everyone I have talked to are more than willing to help, but the provider services department needs much improvement.	Have the necessary fee schedules on hand so they can see what we are talking about. Every time I call, they only look at the most recent fee schedule instead of going by the date of service.		Durable Medical Equipment
	We are having questions about MAA electronic claims submission and can't get answers from a human.		Dental Services
Staff, if we ever get hold of them helps on the problem we have and tries to resolve it.	First thing is the wait on the phone. It takes a long time to get an answer on the phone.		Specialty Care
Courteous.	More help on-line.	Thought of it. Pay not that great.	Specialty Care
Prompt payments.	Make it easier to talk to a "real" person. Do not like automatic, can't always get results.		Specialty Care
Very helpful with codes.			Durable Medical Equipment
	Get better phone system. Can never get through to a person, BUSY SIGNALS		Specialty Care
	It takes too long to call and reach someone, so I correspond only by mail. Not be so particular regarding special DSHS codes and billing difficulties.	Reimbursement is so low. Adjust off about 70% of Doctor's fee except for children.	Dental Services
Too difficult to answer.	Problems with formularies.		Specialty Care
The customer service staff has improved. Polite and better trained.	Improve flow of pre-authorizations.		Durable Medical Equipment
	Shorten the waiting time for someone to pick up the phone. Update your policies and billing information handbook more often.		Multiple Services
	Better response time on phone calls.	Can't afford to see more. Reimbursement too small.	Dental Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They must be doing very well because I can't remember the last time I had to call!			ARNP Services
Very cooperative.			Physical / Occupational / Speech Therapy
I think the staff at DSHS are helpful with their information and customer service.			Multiple Services
Very little.	Decrease time on hold for phones. Increase hours such as 7-6 for phones.	No longer take new patients. DSHS does not meet our operational cost.	Dental Services
Good information once you get through.	Maybe on-line claim information?	Thinking about it, chronic no-shows.	Specialty Care
Have a shorter wait period before getting through the phones.			Multiple Services
	Don't send letters terminating my provider number until AFTER my license expires.		Primary Care
Appreciate quality assurance nurse program.	Consistency of regulatory interpretation, more consultation on improving quality of services, sharing of best practices.		Specialty Care
	Communication is so general that we don't know what applies to us as dental providers.	Too difficult to get paid too little. We give the appropriate care and it is often denied.	Dental Services
Very informative.	Nothing.		Optometry
Does give the needed information.	The phone lines are constantly busy.		Multiple Services
They are usually helpful when we receive denials.	We're not always sure if need claims will be paid since we are an optometrist.	They tend to not show so we aren't taking any new patients at this time. Only family and established patients.	Optometry
Most claims processed timely.	Provide tracking system for new provider application.	No control of schedule.	Specialty Care
When patients don't show up with their coupons we have them phone you, and usually someone will fax us - that's a big help.	Get the coupons mailed to patients sooner - when patients have appointments the 1st and 2nd day of the month - never have them at appointments.	Reimbursement down.	Primary Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They do an excellent job. Nice and very helpful in many ways.	Answer questions about DSHS patients. Or provide information about patient eligibility or non-eligibility and etc.		Multiple Services
	Large amounts of money are being wasted by sending large envelopes that cost .60 and pages with vouchers that say nothing worthwhile. If you are going to downsize the MIP program then downsize the envelopes.		Services Not Specified
Prompt service.			Physical / Occupational / Speech Therapy
Willing to help out. Very courteous.			Multiple Services
We don't interact very much through CPS, since we have to go through HMO's!	Eliminate the HMO mess!!		Multiple Services
	Put out a cheat sheet and more examples of how to bill treatment.	Because no one takes adult DSHS and if we take one we get 50 more calls. If everyone was REQUIRED to take so many we wouldn't have the problem we have. NO dentists take DSHS, but a few of us.	Multiple Services
Information, usually answer questions well.	BIGGEST problem - "on hold" with phone calls way too long (generally impractical to even attempt to call).	We have contemplated it. We provide exams and glasses. The frames are relatively inexpensive and subsequently require with time and effort to repair/replace - very time consuming.	Optometry
N/A.	More easily accessible. They're very hard to contact. We always have 20-30 minute waits sometimes even longer.		Multiple Services
I cannot think of a thing. Processing is slow when a patient loses their other carrier and only have you. It takes years to get it off and numerous letters to get that claim processed.	I cannot think of what could be done that would be possible within the financial restraints that you are bound by.	The reimbursement doesn't cover even the overhead. We consider this to be charity.	Dental Services
	Make it easier to reach by phone, offer an eligibility fax or phone number would be nice.	We limit from where we accept them.	Specialty Care
Sometimes people are nice, however not very often.	Please have a little more patience.	Adult medical coupons are a little more CHALLENGING.	Primary Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Satisfactory service once speaking with person.	Quicker response times. We could wait on hold from 30 minutes to an hour before we speak to someone and that's after 10 prior attempts with busy signal.		Specialty Care
	Process the Medicare benefits more efficiently and be consistent, give a better manual of how to bill. Let us bill electronically for the Medicare secondary claims.		Services Not Specified
Hard to get someone on the telephone.	Move representatives to answer telephone.		Specialty Care
Cecilla Mikler does an excellent job with e-mail questions. Always patient, courteous, and very helpful!!		Not accepting new Medicaid clients (adult). Not accepting primarily to establish primary care, reimbursement rate of Medicare and Medicaid too low.	Multiple Services
	Pay better for eye glass fitting fees.	We may in the future have too. We accept DSHS for eyewear as well as exams - yet, due to the fact we are one of the few providers who accept it for glasses because the reimbursement is so low, no one else wants to take it for glasses.	Durable Medical Equipment
We just started billing to DSHS. I had excellent help from your staff to fill out the HCFA form.	Please - update your website when you change things. Thank you.		Specialty Care
	Call occasionally when billed items are incorrect, instead of automatically rejecting claims.	Doctors only treat if seen in "ER", but we should. Most doctors we work with and most clinics, especially those now "owned" by doctors, will "not" accept patients with Medicaid! We shouldn't because so much is rejected or very little is paid on our charges and we have to write off more than Medicaid pays! All patients should have to go to Harborview, where they can write all these under paid or not - paid charges/procedures.	Multiple Services
Have very nice staff members who are willing to help. I rarely ever need to call because DSHS pays in a timely manner and hardly ever do I get denials on patients.		Not an HMO provider.	Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Most representatives can help answer problems with difficult claims.	PHONE REPS! Not have to be on hold for over 20 minutes then get someone who doesn't know about claims.		Specialty Care
	Can never get through. Every time you call with a problem - after pressing all the numbers to get the right place - you are told lines are all busy and then it hangs up on you. Have not gotten through for months.	No, unfortunately! We get paid next to nothing and can't even check on problems!	Specialty Care
	Allow Naturopaths to be primary care doctors for DSHS.		Other Services
Nothing that I can see.	The rate of rejection of claims (I mean paying nothing is so low it borders on fraud. Pay, rather than actively evade claims! Have live (helpful) real people answer phones and return calls!	I am strongly considering stopping DSHS. It is just terrible how low (often zero) is the payment. You should be ashamed!	Specialty Care
Processing speed. Knowledgeable staff.	Better processing of claims with Medicare as primary. All information is often sent 2-3 times until claims are processed.		Physical / Occupational / Speech Therapy
We don't have reason to call very often. Pretty straight forward. Gray area with Healthy Options some times.	Make coupons even more clear. Thanks.		Optometry
Checking with a supervisor to make sure they are giving the right answer.	Automated system for claim status or on-line status. Shorter hold time.		Durable Medical Equipment
	I'd like to not be on hold for over 30 minutes when I call in.	(Not yet) - Not good enough reimbursement!	Specialty Care
Responses to e-mail are much more prompt.	A patient has been coming in for years, unfortunately I have money outstanding from 61-90 days, 91-120 days, and 120+ days with no responses about the 3/03 dates of service.		Physical / Occupational / Speech Therapy
Billing reimbursement is done reasonably promptly.	Almost impossible to reach anyone on the phone.	No new Medicaid accepted. Reimbursement too low, complexity of patients higher than average, rate of no shows above average.	Primary Care
	More accessible by phone - too much wait time on phone.		Dental Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
When you get the right person they will do all well for you.	Train all of its employees to have the "I care!" attitude. Make my problem their problem. Don't leave it up to someone else.	Because we want to serve our local medicaid people, so see only in our area.	Multiple Services
When I can't get a claim paid I call my provider representative and fax it to her and it gets paid.	Process secondary claims faster - we are always re-sending them, for you say you didn't receive them. Claim status they need to let us ask on more than a few claims especially when we always re-send all the time.		Multiple Services
Nothing.	Monroe Office is very rude. Never have gotten through on the phone to Olympia. Pay in more timely manner - pay fees at least 50%.	Most parents have no value in appointment time and have high rate of no shows. Also, we lose money - your reimbursement doesn't even cover our costs.	Dental Services
They are always available to make clarifications, which is greatly appreciated!!!			Multiple Services
	Provide telephone access with a person to help research problem issues - minimize the number of programs requiring cards and PCP's.		Specialty Care
Responds to questions and requests for assistance in a timely manner. When answers are unavailable immediately, follow up is almost always quick.	I have not run into any situation that would offer suggestion here.		Other Services
Not a lot!	Be more specific or how to correct a claim that was denied.		Specialty Care
Promptly pay account.	Improve your phone systems - we have to sit on hold for about one hour consistently! This is not an efficient use of time!		Optometry
	Answer calls more efficiently.		Multiple Services
Local office very helpful giving current status, faxing copy of coupon.	I hate the "Medicare Buy-Back", we get those that are two years old, a real headache.		Multiple Services
	Have shorter wait time on hold - longer hours for 3rd party help.		Optometry
Replied to my e-mail.	Probably would need more staff (to respond sooner).		Other Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Financial worker is awesome! Very Knowledgeable, helpful, and supportive.	Return phone calls more timely (Nursing Home payment unit, rates section, etc.)		Primary Care
	I can never get through the phone system and when I ask a question I'm told to read the DSHS Manual - Duh! If it was readable, I would!	Trouble getting paid.	Specialty Care
	Be more accessible (40 minute wait to speak to person on the phone).		Primary Care
	Difficult to find information on billing and payment guidelines.		Services Not Specified
	Phone wait time is horrible.		Specialty Care
I don't have to call very often so cannot comment.	Respond much quicker to crossover from Medicare processing. These take way too long to get a response on.	Schedule too busy, poor payment on claims, Medicaid have a tendency to not show up and are very rude. They expect too much and show no appreciation for services and disregard for the doctors time.	Specialty Care
Friendly staff.	Eliminate the time to get to a staff representative to answer questions.		Physical / Occupational / Speech Therapy
	Answer the phone more quickly.	We have never limited the number of DSHS but, because the new requirement for NDC numbers on the billings has made our billings much more difficult, we have been reconsidering our decision to continue treating DSHS.	Specialty Care
Not very much.	Be much more cooperative and a lot less snooty.		Multiple Services
Our DSHS Representative is great and always returns my calls.	Add more phone people, can never get through. Always have to call our Rep for any questions on claims. Educate people on DSHS, on "How it works" - Patient should be more responsible regarding their coverage.	We do not take any new DSHS patients because of low reimbursements.	Primary Care
	Unable to speak to anyone - Answer phone.	It costs me money to see DSHS patients.	Dental Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Hire more staff to take phone calls to reduce the amount of time I have to stay on hold. [Name Redacted] is very rude and condescending. All the other staff is very nice.		Specialty Care
Always take the time to make sure problem at hand is resolved.	Shorten length of hold time for providers.		Specialty Care
	Decrease hold time to contact you.		Primary Care
Even though it took a long time to get any question answered, it always gets done.	Process claims more efficiently. Please give clear instructions before claim requirements, i.e.. Code, service date changed!	Too many patients.	Multiple Services
After being on hold 30-45 minutes they are very cheerful and courteous.	Shorten wait times for on hold, we usually are on hold 30-45 minutes.	Because of the no show rate.	Optometry
	Please provide better telephone support, you need more staff. The typical response is a recording saying to "try again later".		Multiple Services
COB department very helpful.	Quicker turnaround of claims, simplification of crossover claim billing requirements, shorter phone wait time.		Multiple Services
When we can get someone to answer the phone. Medicare Unit, Audry and Amy are great.	Less wait time for customer service.		Lab / Radiology
Our representatives are wonderful - helpful.	Don't send so much paper with payments, what a waste!		Specialty Care
The provider relations e-mail option is great because phone contact is bad. Long wait times.	Improve provider relations e-mail responses. Sometimes I never get a response. When codes are changed, make sure your system accepts the changes right away. So we don't get denials.		Emergency Services
	Be available to the phone for questions and to give eligibility for people on assistance.		Optometry
	Credentialing Process.	OB only - no limit on number. No GYN.	Specialty Care
	I can't wait 1/2 hour to have someone help, it would help to not be on hold for 30 minutes before a staff can get to your call.	Write-offs high.	Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Shorten wait time on hold on phone! Better communication of changes to all providers, i.e.. New H.O. Mandatory assignment not communicating to ALL providers.	Reimbursement level.	Services Not Specified
Able to research question quickly and accurately. If unable to answer a question, will find someone who can.	Be able to answer calls quicker. Wait time can get quite long.		Multiple Services
Airway Optical is terrific - especially Shelby.	Less time to wait to talk to someone at DSHS.		Optometry
Always able to locate pertinent information and have immediate answers.	A little more patience in explaining answers - don't hang up on call so quickly - I use speaker phone while on 30 minute wait time. So I can do other things, but then I get hung up on if I don't get to the phone in 2 sec's.		Multiple Services
I like the list of "in process claims" on each EOB. Helpful customer service representatives.	Long waits to talk to customer service. Bring back emergency and hospital coverage.		Specialty Care
	Put more people on the phones coverage. Hold time is 45 minutes or phone continually busy. Also, answer e-mail questions.		Specialty Care
	Waiting on hold for 30+ is cumbersome.		Dental Services
	Avoid answering phone putting you on hold for long periods of time. Someone needs to answer the phone when I call. You can't treat me with courtesy and respect if you don't pick up the phone.		Pharmacy
DSHS Lab - Airway Optical is Great. Very friendly and helpful.	Provide better customer service, shorter wait time, create an automated eligibility check system.		Optometry

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
DSHS does well with current accounts - gives excellent information (re: coverage and eligibility of most of our adult patients). But with conflicted cases - DSHS does very poorly.	I had problems with DSHS regarding coverage of premature babies we see at the nursery. There are too many departments handling coverage of these babies that most of the people we talk to do not know what they're talking about. This is also true for old accounts - some patients covered by Medicare, then Medicare denies and DSHS is responsible and you don't have any coordinated information. Long distance calls are made, we leave messages and you (DSHS) do not return calls.	The physician I'm working for is seriously thinking on limiting seeing Medicare (DSHS) clients.	Specialty Care
	Hard to get in touch with DSHS, phone always not easy to go through - easier phone contact.		Multiple Services
	Very slow on the emergency CNP coupon approval for our clients. Also, Hopelink transportation phone is always busy when we call to arrange rides.		Multiple Services
Good electronic newsletters. Most customer services reps - once we reach them - are fairly nice.	Shorter wait time for phone calls! Too difficult to get further information on claims and denials.	Too many do not show for their appointments. If we book a day full of DSHS patients, our wasted overhead costs are too high.	Dental Services
Very helpful when we call with questions.	Better denial codes, more phone numbers so wait times are less when we call.		Specialty Care
Gives great information.	Not have the phone wait so long. Let us access claims and eligibility on-line.	The reimbursement from the State is too low, for the length of time we spend with the people. The people never seem to want to help themselves get better.	Specialty Care
	Answer phone calls, we are not able to talk to anyone because we are always on hold.		Specialty Care
I can call and get answers to my questions easily - Cheryl, in Seattle office, is great help.	Denied claims codes are a little vague, so I'm not sure what was wrong with coding or PIC's		Emergency Services
Nothing.	Our claims get lost in your system, rejected, re-rejected, constant delays without knowing if reimbursement will ever be made. Stop giving incorrect, incomplete, and misleading information regarding billing instructions.	It is virtually impossible to get reimbursed for the very expensive equipment we provide - per [identifying data redacted], "It is a waste of the taxpayer's money for DSHS to cover Group 2 equipment."	Durable Medical Equipment

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Great help on the phone.	Need to change the music when we are on hold - NO opera! Please. On hold too long.		Multiple Services
Professional and courteous when I call regarding claim status or denial received.	Nothing at this time.		Specialty Care
Nothing, but make our life more difficult.	Destroy TCS.		Multiple Services
	Have provider support (billing procedures) seminars. Provide timely payment of surgeries.		Specialty Care
Helpful, when we need confirmation on patient coverage.	Need more reps to answer the phone.		Physical / Occupational / Speech Therapy
	To pay claims faster.		Optometry
Nothing - your answering machine says to call back later and then it hangs up on us.	At least let us wait on hold until someone can get to us. Better yet, hire more people to answer the phones.		Specialty Care
Clear answers most of the time. Jenny, in Provider Relations, is very patient and easy to understand. Some operators are difficult to understand because of their English speaking abilities.	Easier access to eligibility, quicker phone service - on hold longer than I think we should be.	We see only referral patients from other offices. Get the patient dentally healthy and they return to the referring office for check ups, this allows us to see more children. We also see faster children and special needs children, otherwise our practice would be limited to new patients. DSHS fees could be higher. We received about 50% of our regular business.	Specialty Care
	More telephone lines - Telephone calls are not returned - Can't get information.	Type of problem - determine press workup necessary.	Specialty Care
	Wait time for customer service is unacceptably long. Average wait time is 30 minutes.		Other Services
Courteous and timely WHEN you finally get through to a person.	Need more phone access or internet access.	Due to the payout difference between our fees and actual amount received for payment.	Dental Services
I don't know how well DSHS works, I can never get through to them.	More people to answer phones.		Dental Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Not very much. John Davis' office.	Follow CDT-4 code by the book, not by DSHS customization. Answer the phone in a more timely manner and process claims more efficiently.	Our reimbursement is 50% or less on most claims and new patients usually need treatment, treatment, treatment to complete their dental needs.	Dental Services
I have a couple of really great contacts who really know how to help when it's needed.	Sometimes people are a little condescending when I call provider relations, it can be discouraging.		Other Services
	Answer provider relations phone promptly. 75% of our calls are disconnected by DSHS automated service. Answer and return e-mail to the "contact provider relations" form. Provide our patients with coupons in a timely manner. We need the ability to confirm eligibility for patients same day.		Specialty Care
	Less wait time to speak with a rep. Ability to check claim status on-line.	Because only receive about half payment as for other cases.	Specialty Care
Local Bellingham, WA DSHS is good and very helpful if patients don't bring in current coupons.	DSHS 1-800 number - HORRIBLE wait time!!! Then 1/2 the time, staff sounds just as frustrated as me! Then one only gets about 5 minutes of their time!		Specialty Care
Claims are paid quickly and correctly.	Shorter hold times when I call your provider line.		Lab / Radiology
Can't give you that information, can't even get through to DSHS.	Have more staff for phone calls.		Lab / Radiology
Timely payments - no prior authorization for many services!	Not such long wait times to speak to customer service.		Specialty Care
	We are never able to get through to DSHS on the phone. Also, 3/4 of the time we have to send the same claim in two or three times in order to get it paid.	Because of DSHS unrealistically low monetary reimbursement and our current overhead. It actually COSTS our clinic money to see these patients. Also, statistically, DSHS patients have a higher incident of no-shows for appointments.	Dental Services
	Every time I call for the same claim I get a different answer from you reps. Proper training would be very helpful. Also, answering calls in a timely fashion would help. DSHS is the longest insurance company to sit on hold and then feel like I didn't get anywhere with the claim.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Turnaround on payments is very good.	Access to patient eligibility easier (on-line).		Optometry
	I don't know the best way to communicate. Phone calls mean waiting on hold for 30 minutes. No one responds to my letters or e-mails.		Specialty Care
Listen to my problem I might be having and help me work that out. They usually give it their best to help you.	Take [Name Redacted] off the phones so that when I sit on hold for 20 minutes then finally get help that its not him on the other line. Reduce hold time. List patient eligibility and PIC's on-line.		Lab / Radiology
Thankfully we have a local liaison that helps when we cannot get an answer that we need right away OR when appeals keep being denied as claims processors don't read the reason for the appeal.	The customer service number when you call for a question, if the lines are busy (which they always are), you are automatically disconnected without having an option to be put on hold.		Specialty Care
	Stop wasting money sending envelopes, paper, etc. to say "claim-in-process". That's a waste.		Services Not Specified
	Can never get through to provider services to even ask a question.		Specialty Care
	Pay claims to the correct provider in a timely manner and not be cut off when calling. [Identifying data redacted], we have waited over a year for payment.	We see children on this program only, the adult coverage is not something we can work with.	Dental Services
Answer my questions with honesty and with courteous and respectful attitudes. Almost always friendly and pleasant to speak to.	Return our calls more promptly.		Multiple Services
	Why can't we get ahold of someone - ANYONE - to straighten out billing/coverage problems?		Specialty Care
	Provide better phone service - more prompt. Inform patients they must pay at time of service without a coupon for the month.		Specialty Care
	Reduce telephone hold time and "disconnects" if your lines are busy. Respond to faxes when promised - supervisors respond to complaint calls.		Specialty Care
Very friendly when speaking on the phone - when claim is not processed correctly put claim back through.	Process claims correctly first time.		Durable Medical Equipment

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Provided good customer relations.			Dental Services
Works with State Rx association.	Not make us wait on hold for 45 minutes, cut out the continuous changes in forms and procedures!		Pharmacy
Notifications.	Stop implementing programs to down costs without getting input from Pharmacists!!		Pharmacy
Courteous and helpful, but difficult to get through on telephone.	Easier to contact - limited phone lines and long waits.		Lab / Radiology
When I have questions about claims the representatives are horrible - but two times I called Provider Relations with general questions and they were nice.	Be more patient with providers on the phone. Answer phone more timely. Give better explanations on remittance report for denied services.	Payment is 1/4 of our fees - we are only doctor of our type in this area accepting clients on DSHS - we get a barrage of calls - too many for us to handle and stay in business!	Specialty Care
Receive payments on work much faster now.	Process pre-authorizations faster.	Because of no shows for appointments and getting paid at such a lower rate.	Dental Services
	Very difficult to get through on the phone.		Primary Care
	Shorter "hold" time, more customer service reps, less time for the phone to be busy - unable to get through.	We are no longer taking new patients with DSHS. Practice is getting overwhelmed.	Primary Care
	Process claims faster, and have more people to help with questions on denied claims.	Cannot profit from DSHS patients.	Multiple Services
Not much.	Pay doctors what they are worth!!	The practice cannot survive on what DSHS and Medicare pays, we are taking no new DSHS or Medicare patients.	Multiple Services
	Fix your phone number on the remittance report where we can get in contact with you guys ASAP.		Services Not Specified
Patience when answering questions I have, most of the time.	Not leave me on hold so long!	Poor reimbursement for services billed compared to other insurances, including Medicare.	Physical / Occupational / Speech Therapy
	Get your department handling BABIES coordinated, so one department does not give different information then the other department.	Because of the problems we've had regarding billing and misinformation - delay of responses - call me and I'd like to discuss this with your DSHS rep.	Services Not Specified

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Explain denial clearly - Processes charge timely.	Better phone service - provider line busy or takes a long time on hold. Make patients responsible for bills if they do not provide coupon to provider. Higher reimbursement.	Public Hospital, all patients are seen.	Emergency Services
Payment schedule time appropriate. Pricing schedule is easy to understand.	Authorizers of DME treat requests by providers as suspicious until proven otherwise. Also, incredibly long waiting time when calling in by phone. Limited calling hours are hard to work with.		Durable Medical Equipment
The local offices help in getting bills paid.	I would like to be able to call and get through. Instead, they say everyone is busy and they hang up.	Many issues also, they (patients) are no shows a lot.	Specialty Care
		Low reimbursement - DSHS clients have generally complex problems with other factors affecting slower recovery.	Specialty Care
Helpful staff.	More access to claims for reprocessing for your customer services reps (for electronic claims) to reduce need for resubmissions.		Specialty Care
Makes payment punctually.	Hard to get ahold of a "real" person (not voice mail) when needed!	Payment is 20 percent!	Specialty Care
The provider relations reps are always courteous and helpful.	Have more provider relation reps. The wait on hold is almost always LONG!	There are fewer providers available. We do not have enough scheduling time to see all the patients that need treatment.	Dental Services
	Better return on e-mail, claim status, less time on hold.	Some providers don't for poor reimbursement and lack of patient compliance.	Multiple Services
	Pay dental electronic claims faster - today I received many payments for 2/17 through 2/19, but not for 2/12 through 2/17 which were transmitted sooner - more phone reps - allow minor adjustments over the phone - especially regarding PIC numbers.	Age - we only see between 3 - 18.	Dental Services
	When phoning regarding denied claims the wait time on hold is long - not everyone has access to the internet so we need to call regarding problems.	Reimbursement levels are too low and dealing with problems is a hassle.	Primary Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Less hold time, pay claims promptly, answer e-mail quicker.		Specialty Care
	Decrease phone wait time, increase fee schedule.	Fee schedule.	Primary Care
Once we get someone on the phone, they are usually helpful, but the wait is so frustrating.	Usually, there is an average wait of 1/2 hour on phone to check claims - if you had to wait for us like that - you'd hang up!		Specialty Care
Very rarely do we get someone willing to help.	Not act like we are interrupting them by calling. Lacking customer service skills.	Due to very low reimbursement.	Multiple Services
EDI.	Complete Med Web - For claim filing.		Durable Medical Equipment
Sent Gary Monroe out - Helped us a lot!	Be able to reach someone by phone without being on hold for 1/2 hour.	Money and oo many.	Multiple Services
Very little.	Pay more, deny less claims, process claims and approvals faster.	Fee for services 2/3 of normal fee, your fees hardly cover material and labor costs.	Dental Services
Answer my questions and address my concerns.	Keep phone line less busy.		Pharmacy
	Over works - Phone system is absolutely awful!!! Hangs up on one - I could be holding for 10 minutes plus, and it just hangs up!!! Ughh!!! I have enough to do!!!		Primary Care
Very well. You're doing a good job! Keep it up!			Primary Care
The people at CHAP, 206-284-5291 are very nice and helpful.	We desperately need a direct line for billing and eligibility questions. The wait for a representative is ridiculous. Many times we're told to hang up and try later...totally unacceptable.	Only they must have coupon in hand at time of visit.	Specialty Care
Very helpful when calling for various questions. Direct to the correct department.	Cut down wait time when calling in, hire more staff to answer phones.		Multiple Services
Nothing.	Process claims in less then 10 WEEKS - turnaround on claims is a JOKE.		Specialty Care
Answer most all my questions.	Answer phone calls within 3-5 minutes - not 20-30 minutes.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Updating PA number are now more convenient due to faxing requests. Reps are quite knowledgeable.	More phone reps. And, therefore, shorter wait times. Longer hours of operation.		Pharmacy
Answer my questions in a clear, concise manner.	Stop changing the codes.		Emergency Services
	Change dental preauthorization policy for dentures - too restrictive and paperwork intensive. Too much paperwork sent out to us NOT related to dentistry - wasteful.	Reimbursement is too low, too many restrictions and rules and limitations. Patients have NO responsibility for broken appointments and abuse the privileges. They have no incentive to change and costs us our time.	Dental Services
	Pay a realistic reimbursement.	See above. (Why do you bother with this survey? Nothing will change).	Dental Services
	More phone lines available - lines are ALWAYS busy.		Physical / Occupational / Speech Therapy
	Shorter wait times for calling in.	Too many clients - Walla Walla County does not serve DSHS - a real problem.	Dental Services
Peggy worked well with us regarding our specialty.	Learn how our process work and assist with change.		Lab / Radiology
	Be able to get three on the phone lines! Check on-line or phone eligibility.		Specialty Care
You provide "other insurance" information when we do not have it.	EDUCATE clients that to misuse medical services is wrong. They call for any reason they want, knowing they won't have to pay. They do not provide information requested. Make them be responsible or pay.		Emergency Services
NOTHING!	Answer the phone. Know answers to questions. Stop transferring to different parties when no one knows what they are talking about.	Accept all.	Physical / Occupational / Speech Therapy
	Somewhere in the 287,000 claims backed up through 11/03, find a way to status a current claim.		Other Services
	Very difficult to get through on phone line. MORE ERRORS by DSHS. EOB codes 778 for abortion should be paid.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Documents claims in process.	Monthly newsletter on paper, I don't like the computer as a guide to changes...hard to read and slow.		Specialty Care
They help me, however I can never get through the busy telephone.	20 minutes is too long to wait on the phone for provider services.		Primary Care
	Provide us more technical help with regulations. It would be most helpful if DSHS and all providers worked together for better resident care. The current negative process does not work at all.		Multiple Services
Help when able to get ahold of on phone. Usually can't get ahold of them on phone without a 1/2 hour wait.	Phone access.	They miss appointments, fees are too low, 50% of reg. fees.	Dental Services
	Offer more customer service personnel - hold time up to 45 minutes.		Specialty Care
EOB's are helpful. Staff would be better if not overworked - overwhelmed.	Hire more staff and not limit our calls to verify eligibility to 5, allow us to call to verify eligibility in advance of appointment day and more timely availability of eligibility information... like on the 1st of the month. On claims processing, if documentation attached we are told was not attached, often takes 3-4 times filing claim before paid.	Because Medicaid comprises 55% of our patient population and all other offices closed their practices we were getting overwhelmed.	Multiple Services
They always answer my questions.			Primary Care
	Faster customer service help, also, kindness when you do get a person.		Dental Services
Website is fast, easy to use.			Physical / Occupational / Speech Therapy
	It is nearly impossible to get ahold of a real person.	Because to get paid is nearly worthless. By the time you get the billing issues resolved the amount of reimbursement is absorbed.	Primary Care
Electronic billing!	HCFA scanner not so picky - more so than most insurances. Shorter wait time when call customer services.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Answer questions!	Hire more staff!		Optometry
		Most, not all, but most, don't show up for their appointments.	Dental Services
Can rarely, if EVER get through the busy phone lines!	Open up so providers can get through and ask questions.	But may have to in the future if questions cannot be answered.	Specialty Care
	Better pay for services. Stop rejecting claim for stupid reasons!		Specialty Care
	Have all agents educated with the SAME information. Receive different answers from different people.	No longer accept new DSHS due to amount of "no show" appointments from DSHS clients.	Specialty Care
	Speed up paying claims.	Minimal payment for services rendered and limit to children 18 and under.	Dental Services
Most of the time friendly and courteous.	When a claim is denied due to DSHS mistake, should be reprocessed. Example: I've had codes keyed in incorrectly and have had to rebill even though our claim was correct. Also, put pregnant patients on Healthy Options from the start!	One of few OB/GYN's taking DSHS. By seeing too many welfare patients, we wouldn't be able to pay the bills. Have to have room for private pay.	Specialty Care
	Provide a number where we can contact DSHS easier.	Don't have many.	Dental Services
[Name Redacted] especially "pass the buck".	Make provider reps accountable for their rudeness. Process claims in a more timely manner.		Multiple Services
Newsletters are great.	Have more reps work the phones to answer questions.		Multiple Services
	[Name Redacted] is Rude. Make employees accountable for their actions.		Primary Care
Staff is very helpful, once we get through wait time on phone. We hesitate to call unless we absolutely have to.	Cut down wait time on phone calls!		Specialty Care
Always polite and helpful on the phone.	Enhance phone system. Our wait is so long. We don't have internet in office.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	The phone line is very long. It would be better if either on-line eligibility or more phone staff.		Specialty Care
	Have more staff to answer the phone without hanging up on us. Hold time is always too long.	Low reimbursement, non compliances, high rate of no show.	Specialty Care
Answer questions and get me to the proper channels.	Be available - too long of a wait to get to a human.		Specialty Care
They listen to my problem and help me solve it.	If one person took responsibility to follow a problem through to completion, that would help.	If no, why? - Patients need care.	Specialty Care
We have a great contact - Jim Cody!...extremely helpful!	Telephone waiting time is long!		Specialty Care
Most of the time staff is very knowledgeable and helpful - sometimes I'm calling for difficult claim questions.	Add more customer service people. Sometimes can't get through and wait times are long.	Reimbursement on pain procedures in particular.	Multiple Services
DSHS does nothing well!	Get more educated and informed staff.	The denial rate is too high for DME.	Durable Medical Equipment
We haven't been able to get through to you often enough!	Answer the phones - not disconnect you if they don't have an available operator.		Specialty Care
	Be more available via telephone		Emergency Services
To get through on phone is impossible, but I find e-mail helpful.	Easier phone access to deal with billing problems, etc.		Multiple Services
	Never can talk to anyone. Need for more phone lines - when I call I always get "all circuits are busy".		Specialty Care
Everyone is always very nice and helpful.	Make it easier for us to contact you. I don't have time to try and get through as many times as needed.		Dental Services
Most try to help if they can.	Mail doesn't seem to get to the right places. Things I have sent never received to the right department.		Dental Services
	Need to be able to get through to customer services easier - a check was not included in an envelope and it was hard to get through for help.		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
NO!	Pay a reasonable fee in a timely manner. 4-6 months just doesn't work.	Because the system is bad! For a child prophyl. charge of \$48.00, you pay us \$5.05 - It costs us money to pay our employees to work for less! It doesn't add up! The system is crappy!	Multiple Services
With any questions we may have.			Optometry
They take the time to help you with your questions. They don't try to rush you off the phone.	The waiting time is too long.		Physical / Occupational / Speech Therapy
		As a solo practice G.P., cannot see patients for fees that are approved.	Specialty Care
I love the direct deposit!		New patients restrained to children 3-18 years - because of reimbursement amount and elderly (Medicare with DSHS secondary).	Primary Care
	Make a human available to speak with us when we call, instead of a 15 minute recording - and/or "on hold" forever. Very frustrating when we need one question answered!	Medicaid reimbursement does not begin to cover the cost of an office visit.	Multiple Services
Several phone representatives are very willing to take the time to help solve a problem.	Be consistent in claims processing - get procedure in writing so providers have some guidelines, i.e.. Managed Medicare cross overs - all claims are not processed the same. Language barrier at times with phone reps for whom English is a language.	Reimbursements.	Primary Care
	If I could ever get through on the phone I'd be able to get answers to my questions...still trying. Your customer service line stinks - who has time to be on hold for up to 30 minutes? Or to keep trying to get through - BAD CUSTOMER SERVICE.		Lab / Radiology
I try not to talk to them much, so I really don't know what they do well.	Answer telephone calls quicker, the EPA codes are a bunch of crap. Your going to "OK" it anyways, so it just slows us down...Fix that problem.	Because we don't do \$1,000 dollar drugs for \$5.	Pharmacy
	Return calls in a timely manner, specifically Medicare/DSHS Unit.		Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Research the problem when it is identified.	Reduce time on hold waiting for service rep. Speed up claim payments, prior authorization, and request for additional information.		Durable Medical Equipment
Try to determine why something was not paid - if reason makes no sense to us.	More phone lines - way too much waiting if we need to verify other insurance.		Optometry
Helps find out why charges are not paid.	Follow through on the e-mails. I have waited up to two months for an answer.		Primary Care
	I have been calling the 800 number for MONTHS and can never get through - I have a claim that I need to talk to someone about - I e-mail and no one gives me the answers I need!!!	Low reimbursement. Bad customer service.	Dental Services
	I can never get through when I have a question regarding payment vouchers.		Specialty Care
It's pretty frustrating to get through by phone, but when you do, everyone is helpful.		Can't afford to take everyone, plus we are really busy with regular patients.	Dental Services
	Phone calls request long wait times, with no toll free numbers.	Reimbursements is 20% below our overhead.	Dental Services
Billing questions.		Reimbursements are substandard.	Services Not Specified
	Answer the phone!		Specialty Care
Research and/or give name to contact.	Less phone waiting for customer service.		Lab / Radiology
Timely claim processing.	Clear, more specific denial codes.		Dental Services
	Cannot be reached by phone in a reasonable time frame. Implement a way to check eligibility, i.e.. Internet.		Optometry
Nothing.	Have more phone lines that aren't busy. Just be nicer. We are calling you to help us and the patient.		Physical / Occupational / Speech Therapy
E-mail service is great.	Need more phone lines / Need more customer service to answer your phone lines - 30 minute hold times are unacceptable.		Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Most of my contacts have been very helpful (1 notable exception), and have taken care of my problems if possible.	Quicker response time on the telephone.		Pharmacy
	DSHS does not work with us at all. Return phone calls, help us re-coup monies DSHS V/D due to discovering patient had other insurance - BEFORE timely filing expires. Honoring coupons if they say straight DSHS - nothing in HMO or insurance fields.	Very poor reimbursement with a lot of hassle.	Specialty Care
	Pay for services provided. Not reject payment of patient bills.		Specialty Care
	Answer the phone, respond to e-mails timely, educate welfare recipients more thoroughly, give providers clearer policies about patient billing.		Multiple Services
	Have more customer service reps available.	Occasionally limit new patient exams per day. Reimbursement is minimal.	Specialty Care
	First of all, not to tear EOB's from claims.		Primary Care
Thank you for prompt response to my request for manuals.	Too busy to really think about it when I am dealing with you.		Specialty Care
	Very HARD to get through to customer service, so rarely receive any help. So many denials! I often rebill in exact same way and 2 - 3 times later, it is paid - much delay.		Optometry
They are always willing to look at several accounts at a time.	More phone support - phones are always busy.		Specialty Care
	All get on the same page with DME Billing.		Multiple Services
Processing of claims is faster than in the past.	Less time on hold with Provider Relations. Reduce the number of frivolous denials - (claims).		Multiple Services
	Never can reach claims assistance.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Answer phones more quickly. Usually have to hold 20 minutes, so we avoid calling at all costs.	VERY LOW REIMBURSEMENT. Patients not responsible enough to bring coupons. They don't understand why they need to carry them. Patients usually need lots of family protective care, but seek it here.	Multiple Services
	Impossible to reach Customer Service representatives. Often times, I cannot get through, and when I do, I typically wait 30 minutes. It is difficult to get claims paid when you can't contact anyone about questions or concerns.		Multiple Services
I like that I can e-mail them with questions and they get back to me within 24 hours. No more waiting "on hold" on the phone!.			Physical / Occupational / Speech Therapy
Generally, very polite. Computers seem to be reliable.	Hold time is tremendous. If we could access a patient's eligibility dates, like other insurance carriers, we would rarely have to call at all. Only other complaint is "someone" is telling the patients if they get any bills, they are not responsible and you should just ignore the bills - that is "very" bad thing to tell a patient.		Lab / Radiology
Actually, we have very little contact. Most stuff we do, very routine. Only call a few times a year.	Less wait time on telephone.		Optometry
Get the answers to be there when called.	Explain spend down to customers better. They must ACTUALLY pay and spend money to meet the requirements of a spend down!!		Pharmacy
The employees will check eligibility before we see the patients. We also call to check on claims/denials.	You have already improved 100%. 6-8 months ago it was like pulling teeth to get information from the operators! There were a couple of them that were just plain rude!		Optometry
Nothing.	Shorter wait time. Better training for Reps.		Multiple Services
Financial worker is awesome! Very helpful and supportive.	Return phone calls more timely (Nursing Home, Payment Unit, Rates Section, etc...).		Primary Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Usually my contact people stay on the phone as long as needed to help resolve concerns. Sometimes this involves multiple questions. Very helpful!	Long, long hold time (understand budget problems don't allow appropriate staffing) but when get through and have wrong department, the person cannot transfer me directly to someone in the correct department and I have to wait on hold for the new department long - long time again.		Multiple Services
Only a few really help. All seem to be nice, however, not helpful.	Pay claims in more timely manner. Pay for more services.	Small reimbursement. Slow paying and unreasonable denials. Medicaid does not want to fully care for their clients.	Dental Services
Always willing to help. Debbie Coverdale and Ken M. have been great help to us!	Train staff so answers are readily available. Often we have to wait for DHS staff to ask supervisors/team lead before they can call us back with answers.		Physical / Occupational / Speech Therapy
?	Couldn't get through on phone for personal help. Increase fee coverage. Answer the phone in Olympia. Never able to get through! Don't have the time to hang on the phone 20+ minutes. Better educated county office personnel. They tell the patients one thing - Olympia says NO or a different answer.		Dental Services
I have found nothing that DSHS does well for either patients or providers.	To provide services, we prescribe without question and pay for our services for same amount that our other patients pay. Just do it and forget about your rules which prevent appropriate care.		Multiple Services
Returns phone calls promptly most of the time.	Answer e-mail!		Multiple Services
I rarely call with questions, but the two times I did last year, I was able TO SPEAK TO A PERSON who answered my questions. THANKS!	Be available by phone to answer questions without long waits.	Low reimbursement. Our paperwork has grown steadily and we have added 4 employees and a billing service. Higher overhead. More patients. NO increase in income. We have to pay our bills.	Multiple Services
	Overworked! Phone system hangs up when on hold for awhile!		Primary Care
Yes.	Nothing yet.		Pharmacy
	A better on-line claim submission-VERY slow. Better customer service line - extremely long wait times.	Reimbursement levels and amount of frustration in getting claims paid timely.	Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They are very helpful.	Get more people to answer the phones so we won't have to hold as long.		Primary Care
Knowledgeable and almost always cheerful help/answers. Usually very clear instruction/answers. ALWAYS very patient. THANK YOU!	Shorter hold times when I call...although the help is worth the wait.		Durable Medical Equipment
Nothing.	Reimbursement at a higher rate. Have a phone number to call for claims questions.		Primary Care
If you can get through, most agents will work with you until all concerns are resolved and questions answered.	If I have to call for a question, 90% of the time I get the message "all agents are busy, please try your call again later" then it automatically disconnects. It is impossible to get through. Also, when credits are taken for prior payments, there is no EOB as to why. We have to call and find out why. See above.		Lab / Radiology
Usually get a response within a few days.	Be more accessible, having a "Customer Call Center" is ridiculous. The reps should be set up on e-mail, aside from having a published direct phone line.	Due to state regulations.	Services Not Specified
Problems can be solved with a phone call.	Phones are busy a lot of the time!		Specialty Care
Good customer service/helpful staff.	If waiting time over the phone can be reduced, it will be great.		Multiple Services
	Provide more lines for customer assistance. Better feedback on e-mail inquires. Have e-mail pending since 1-20-04.		Other Services
	Answer the provider line!! Phone communication is terrible.		Durable Medical Equipment
	Be able to get someone on the phone in a timely manner. Wait time now is at least 30 minutes if the phone isn't continually busy.		Specialty Care
	Their data entry department on claims need to be more accurate.	Because we need to be able to have room on schedules for other type's of insurance patients.	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Good, clear remittance notices (EOB). Easy to read coupons. Message codes attached to each EOB.	1 - More telephone helpline people. Too often I can't get through to speak with someone. 2 - Pay more money. 3 - Accept more patients. 4 - Faster processing for new coupons.	We are one of the few who takes Medicaid patients and patients with no insurance. It is a terrible burden on our resources.	Multiple Services
They assist our social worker in getting medical aid to qualified patients.	Be courteous on the phone for provider relations. Be and share information concerning what DSHS requires on their claims.		Multiple Services
I have recently worked with Mimi. She was extremely helpful and kind. She is an asset to your company!	Allow more time for Customer Service Representatives to spend on the phone.	Low reimbursement.	Specialty Care
Answer questions thoroughly and help correct claim billing errors. Electronic claims are very helpful.	Pay claims faster (within 30 days).		Dental Services
Mary, Ginny, & Cheryl in the authorization department are always very nice and helpful! They are always willing to go the extra mile to help me out. Thanks!!	[Name Redacted] in the authorization dept is always in a bad mood and puts me in a bad mood whenever I speak with her!!!! She has no respect for anyone!!		Specialty Care
Most of the time they go out of their way. Have had a few rude representatives.	Less wait time on phone. A little easier web site (search arbitrator).		Specialty Care
Will explain denials.	Too long to wait on phone for Customer Service help.	Reimbursement is terrible, especially since the clients are usually very needy with their health care issues.	Primary Care
	Provide easier contact information; phone, website, etc.	Patients as a whole are not dependable. (Fail Appts) Fees do not even cover cost of staff salaries and supplies used!	Dental Services
Very helpful, providing I can actually reach a person!	My biggest problem is getting a phone call through to DSHS. Sometimes takes a long time.		Primary Care
Very helpful.	The phone lines always seem busy.		Multiple Services
I am able to check up on 10 claims at a time - more than other insurance companies. Helpful customer service staff (and patient too).	Decrease time on hold; I waited 26 minutes yesterday. Offer on-line claim status checking.		Primary Care
When we do call and can get through it's okay.	Better phone access.		Optometry

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Local office is very helpful at providing updated coverage information, etc.	Mail me the updated bulletins.	All DSHS / ITO are reviewed for medical necessity; i.e., possible surgical candidates. Too many inappropriate referrals for chronic pain.	Specialty Care
	Reduce hold times. Try to get help on claims.		Primary Care
Give correct, timely ICN's for billing purposes.	Some of the customer service reps are a bit short at times. On hold time could be shorter.		Multiple Services
Yes, they take extra time for help.	Less paperwork.		Physical / Occupational / Speech Therapy
	Have more staff members so our phone wait is less. The faxing is helpful.		Pharmacy
Get our money sooner, because we have to pay up front and then we wait for our money.	When we call, sometimes we wait for hours.		Other Services
	Could speed up wait time when calling on claims questions. Have never found another place where you wait a MINIMUM of a half hour, most times its closer to an hour!!! THAT'S INSANE!!	At times. Because it is a challenge to even break even with the current fee scale!	Multiple Services
	Less wait on the provider service phone line.		Physical / Occupational / Speech Therapy
Yes.	Not have to wait so long on a phone call to talk to someone.		Specialty Care
They do timely client assessments.	Answer the phone, return calls the same day regarding award letters and financial information.		Specialty Care
	Less wait time. Eligibility and claim status on-line.	Considering starting - reimbursement so low and coverage limiting.	Specialty Care
Wendy Short, in authorizations, has been extremely professional and helpful.	It is very difficult to get through to the claims processing department. You need more phone lines.	But we are going to have to, due to reimbursement.	Dental Services
		Payment versus expense. They fail appointments.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
* When I can get through on the phone system. The phone system sucks. I've tried for weeks and weeks to get through.	Change phone system.		Lab / Radiology
	Really need to improve on "check eligibility methods". It's too much time consuming to call in and check vision eligibility.		Specialty Care
	Be courteous. Don't "talk down" to providers. Provide accurate information (and complete). Process claims in a timely manner. Lengthily hold times of 45 minutes+.	Considering limiting due to difficulty in dealing with DSHS. Reimbursement is not a big issue.	Physical / Occupational / Speech Therapy
Out of state provider enrollment, claim status, Healthy Options information. Very easy to work with.			Emergency Services
Out of state provider enrollment, claim status, Healthy Options information. Very easy to work with.			Emergency Services
When we are able to reach you, the response is satisfactory.	We can never reach you by phone; sometimes it takes days before we can reach a customer service rep.		Specialty Care
	Less wait time on the phone.		Dental Services
	Quicker return of outstanding claims; more phone help.	Only adults if have records; open to all kids.	Emergency Services
Electronic billing with fast payment.	Shorter wait times when need to call customer service.		Specialty Care
All but [Name Redacted].	Answer the phone within 5-10 minutes; it's now 20-30 minutes on hold.		Multiple Services
Let me send in bulk questions I have on claims; avoids constant calling.	Not require us to send in sterilization hysterectomy consent forms, since the surgeon and/or hospital sends them in also.		Specialty Care
Provider reps very helpful researching patient problems and claim payment issues.	On-line claims research ability.		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
If you get to finally speak to someone, they try to hurry you up!	When you call to speak to someone, and finally don't get disconnected and get a person, they need to be patient because we're patient when trying to repeatedly get through.		Dental Services
Get information faxed, etc.	Pay faster - pay better.	Reimbursement poor.	Multiple Services
Process claims in a timely manner.	Pay higher benefits!	Pay is poor. Too many people on Welfare.	Dental Services
Fairly (unreadable comment).	Though hard to reach the patients case manager.	Too [Unreadable Comment], billing difficulties, MINIMAL reimbursement.	Primary Care
Call me when they have questions about claims (paper) or return my call within a day. Some try to find the answer to my questions by asking another worker because I waited so long on the phone.	Direct my call if they cannot answer billing questions, don't just read things out of billing manuals. Don't complain that they do not have enough time to read up on new materials or billing changes.		Dental Services
Deny claims and authorize benefits to immigrants who should NOT be eligible.	Stop giving benefits to people who could ACTUALLY pay for their own expenses. Give benefits ONLY to those who REALLY need it! Please investigate actual NEED better. We have patients drive in with brand new cars, wearing diamonds, and speaking no English, and then handing us a DSHS coupon!	Because we are not subsidized by the state and DSHS pays only about 25 cents on the dollar.	Specialty Care
Are getting better with updates on claims.	A better website, so it is easy to find the section or department you need. Also, for provider updates, need a specific section.		ARNP Services
	Better phone availability - reach a human!		Dental Services
This is one of my calls to you. A representative walked me through your website and taught me how to use it. Your representative took the time to help me, even though I didn't call about a patient.	Shorten hold times.		Physical / Occupational / Speech Therapy
	Difficult to reach by phone, claims don't always get processed, the last person that spoke to me was incredibly rude. Make assistance, especially on HCFA claims, more available (like Medicare does it) at the very least (that is by phone).		Optometry
	Shorter wait time on hold for phone support.		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Offers multiple ways to contact them.	Difficult to reach anyone by phone. Long wait times.		Specialty Care
E-mail access.	Easier access to a "real person" to help with special problems. Have appeal process similar to Medicare, i.e....phone appeals.	Low reimbursement.	Primary Care
Pay electronic claims in a timely manner.	Get the ABCD special codes (such as family oral health) figured out. We have to bill it at least 2 years before we get paid.	Not enough providers in our city, so we limit to 30 and under to keep our schedule open.	Dental Services
		Do not accept new patients on DSHS.	Dental Services
Remittance and status report is REALLY easy to read. Thank you!	I don't understand why I get denials on claims that have DSHS as a secondary insurance, and I have the EOB of primary stapled to the HCFA with the amount paid and owed filled out. This happens all the time. These get denied as "our records indicate above has insurance with ..."		Multiple Services
Always courteous on phone. Make every effort to problem solve.	Answer phone faster. Sometimes takes 2 or 3 days to get answer. Not a problem with staff.	Only working 25 to 30 hours a week.	Specialty Care
Nothing!	Pay more. Deny less. Reduce telephone hold times.		Primary Care
	Not make the hold time at the 800-562-6188 so long. Train the employees how to process claims correctly using your new CPT codes and modifiers.		Multiple Services
Mailings and remittance adviser. Very clear and very few errors. Some customer service people are very helpful.	All phone personnel should speak clearly. Some are impossible to understand. Use CDT 4 codes like all other insurances.	Reimbursement rate is less than base cost of operation. Can't run in the negative.	Dental Services
Nothing that I can think of.	Send payments faster and more completely; i.e.. send about \$8,000 per billing, recognize \$3,000. Up payments. Change WAC codes to reflect amount of payment you're able to make.		Dental Services
I finally found someone to send e-mail back and forth with questions. Dr. Darrel E. Friedt, he is very prompt and courteous.	Not so long of a wait when having to call.		Optometry
On-line billing. New frame catalog! Great.	Allow us to check eligibility for glasses and vision exam on-line.		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Help with the specifics of a claim denial. I appreciate the change in the phone service (in reference to wait times).	I don't think there is any.		Specialty Care
	Have more customer service reps available for answering questions/problems.		Multiple Services
Yes.	More phone help! Takes too long to get them.		Optometry
	Shorter hold time on calls and/or quicker response time to ALL inquiries.		Specialty Care
Correcting errors when patients are not in the DSHS system.	Have more phone lines available and be open at least 5 days a week.		Multiple Services
	Have an automated 800 number to check eligibility.		Lab / Radiology
Basically, any issues I have are dealt with to a resolution quickly.	I'd say things are being done very well at present.		Pharmacy
They do very little to help and only look for guideline violations. No positive things are ever mentioned. I feel that they are becoming more like Judges.	Conflict of interest with DSHS surveyors and DSHS making final decisions. This law needs to be changed. The very residents you are to protect are being abused by your authority.		Other Services
I've found e-mailing very helpful.			Multiple Services
	Pay more promptly.	Lack of pay. We have to pay to see these clients, they likely no show or arrive late.	Dental Services
I am not really sure. I gave up calling because of the bad experience.	It might be better to record what transpires between caller and DSHS employee.		Primary Care
	Be more timely on remittance and status reports.		Other Services
Nothing. They make it far more complicated than needed.	Explain to the recipients of care that the fees paid ARE NOT usual and customary and cover only part of the cost of those services. Don't ask us to pay our taxes twice.	I can't supply a service to vast numbers of patients when the renumeration is, many times, less than what it costs me to supply those services.	Dental Services
	Processing claims in a timely manner.	Financial reasons! It doesn't pay to do too many.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Billing and payment process seems to be faster lately.			Emergency Services
	I rarely call DSHS because the lines are always busy, I can never get through. Also, when I've preauthorized treatment and then I submit the treatment for payment and with the preauthorization number, it takes two - four times before that treatment gets paid...why?	We do not take new adult clients because of the "no show" factor and the lower and limited fee schedule.	Dental Services
Usually my concerns and questions are answered to my satisfaction.	Need to find more effective way to handle phone call - busy offices. Find 30 minute wait time excessive. Maybe voice mail?		Specialty Care
Filing claims on web site works great.			Emergency Services
Provide needed p/w and updates.	Provide a more friendly and helpful staff, including supervisors. Higher reimbursement, less wait time on hold. On time updates.	Very small reimbursement or none at all.	Dental Services
	Crossover claims, refractions.		Services Not Specified
	I REALLY hate the fact that your automated system disconnects me instead of letting me hold. One day I tried FORTY phone calls before I got through.	Extremely low reimbursement rate and difficulty in getting claims paid. Many take up to 8 months to pay.	Specialty Care
Eager to help solve any problems over the phone.	Waiting on hold so long.	Very busy practice, not enough offices willing to except patients.	Dental Services
They are very well trained. Our problem is getting someone on the line to speak to.	You need an automated phone system so we can check on claims status. Also, and most important, is please standardize your code system to what everyone else is using (ie.WSDA Codes).	Because of the low fees paid out. Your fees are at about 40% and our overhead is at 50%, which is low. So we lose 10% by seeing DSHS clients.	Dental Services
Timely payments.	Provider line to research unpaid claims.	But only see 18 and younger.	Dental Services
Provider relations people are very helpful.	Provide more staff to answer claim questions. Minimum waiting time before I talk to someone is 45 minutes. That is if the phone recording doesn't tell me to try back later.		Multiple Services
	Shorter hold times.	No longer accept adults or new children. We are continuing to serve current children.	Dental Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
You have added staff to phone lines, with nicer staff willing to answer questions!	Get [Name Redacted] off of the phone lines. Make eligibility verification on-line without going through EDI Gateway.		Specialty Care
Sends remittance and status reports on pending claims.	Return my telephone calls. DON'T return a claim when the information requested is already on the original claim submitted or the information requested is obvious.		Specialty Care
They look up if other insurance or how to rebill correctly. Take time to find correct information when I need it.	Treat everyone with patience. One time I was treated very rudely. I was told that I was not the only one and I needed to call them with all information, etc. Very bad attitude.		Multiple Services
	Be a little more considerate of the doctors that do take clients on DSHS, and "act" like they care instead of being so "hardnosed".	We do not take new clients on DSHS but we maintain the ones we have and we have plenty!!!	Dental Services
Easy to read EOB's. No pre-authorizations, and 1 year timely filing limit.	Coordination of benefits is hard to work with.		Specialty Care
They will give me ICU numbers for timely filling.	Make the wait time to talk to a customer service representative shorter.		Multiple Services
	Reimbursement at Medicare's balance due, so it does not get written off. When we see (especially cataract) patients, we do not get reimbursed enough to see Medicaid patients for the whole 90 days. We treat all of our patients the same.		Optometry
	Our office calls periodically. We are put on hold 30 - 45 minutes to speak with someone. We are a large office, sometimes we don't have that time.		Specialty Care
E-mail.	Have telephone assistance to resolve claim problems promptly without the back and forth of e-mail.	Too few surgeons in Spokane to care for all the DSHS patients needs. Cannot do all the surgeries from our office.	Specialty Care
	Answering incoming calls a lot faster.	We need for the patient to have 3 or more extractions.	Specialty Care
Most people I talk to answer my question, or help me get the information I need.	A better phone system. I have been cut off a number of times. Stress courtesy to employees.		Emergency Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Need more representatives to answer questions through 1-800 #. It seems like we never get service, even after 1 hour waiting. Poor service (telephone).		Dental Services
People are nice on the phone, but usually cannot help "don't know what is going on".	Pay more for services. Better communication.		Dental Services
There are certain individuals that are trying to be helpful.	Communicate. Right now it's just one way communication; DSHS to provider. DSHS may politely listen to our concerns and politely do nothing about it (first case scenario).	Too much headache!!!	Multiple Services
Informs us who the patients insurance is (if not DSHS). Thank you.	We have not received payment for patients who have (2) secondary insurance through DSHS.	We have more than our share, although if an established patient changes to DSHS, they are never turned away. Closed to new patients.	Primary Care
		Low reimbursement.	Specialty Care
About 30% of time have received very valuable information from customer service reps., which help our DSHS patients.	Hold time on phone is at least 10-15 minutes long most times (80%). Sometimes I get automatically disconnected (25%), due to systems error or up call volume. I realize that DSHS has budget and staffing constraints.		Specialty Care
Pay bills promptly.	Send all mail to [Address Deleted].	Semi-retired. Hours limited.	Specialty Care
The use of fax to expedite claims.	More phone lines. Shorter on hold time. Maybe longer hours.		Durable Medical Equipment
Pay medical claims in a timely manner.	Make time "on hold" shorter!		Specialty Care
Very helpful phone service when I do get through. Good and responsive attitudes. Thanks.	Medicaid provider phone line. Too often on hold and then cut-off.		Durable Medical Equipment
When speaking with Bruce Card from Eligibility, yes, he returns calls from us.	DSHS needs a provider phone number where you can actually speak with a person, not get hung up on.		Dental Services
Turnaround time for pre-authorization is good.	Denial for payment and adjustment forms. Just recently you finally changed to standard codes, but all previous pre-authorization were your codes. You should be able to convert without sending denial for wrong codes!		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	A customer service line for providers that allows you to wait for an agent instead of being automatically cut off.		Specialty Care
Not much. In our local Aberdeen office, they don't know anything. They say call someone else, all of the time.	Your phone line is always busy. Get more people to help and make sure they know how to answer questions.	Very low payments	Primary Care
Many times they have been very helpful in getting us award letters to use to bill. The Olympia office is great when we have problems with the TAD!	Leaving EVERY problem on Voice Mail is a hassle, would be nice if we could talk to a person when we call. When call back, have to pull out information again and re-think problem. Extra work.		Other Services
Allow us to enter claims on-line. Lets us know claim status (claims in progress).	Have more clear denial reasons. Allow secondary billings via ECS.		Durable Medical Equipment
	Have automated or on-line claim status.	Reimbursement.	Primary Care
	Better telephone access for questions. Reimburse at higher rates.	Too many! Poor reimbursement levels.	Dental Services
Nothing!	Be easier to reach by phone!!		Dental Services
I have been working old claims; they have been very helpful with giving timely filing claim numbers.	DSHS phone personnel has improved a lot. Some are still not very helpful.		Multiple Services
Both provider relations and eligibility/claims staff are very helpful.	Automated eligibility and claim status phone line. Increased reimbursement for ambulance. We are a 911 provider and cannot limit our number of DSHS patients.		Other Services
Easy to read/understand EOB's.			Specialty Care
Don't have a lot of DSHS patients. We appreciate when payments come through timely.	Fix your telephone system making it EASY to speak with a human being when calling for customer or provider services.	Due to very large practice, we limit new Medicaid patients to Doctor referrals.	Multiple Services
Forms and information are sent to us promptly when requested.	Shorter wait times over the phone. Sometimes the people over the phone are hard to understand. Need a better way of explaining things to people that are new at this.		Other Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Help find answers to billing policy questions.	Quicker response to provider eligibility e-mails. More provider friendly website. Too long of hold times on phone.		Multiple Services
I'm not sure. We try not to work with DSHS because we usually end up aggravated.	Keep phone wait times shorter, not be mean if we couldn't find our answer in the book prior to calling, and pay dentists higher %. The last one would make it easier for people with DSHS to find a dentist. Right now, there's NO one in our area accepting new DSHS.	Medicaid makes billing difficult and end up paying 1/3 of our costs. Plus, it takes A LONG time to get through to a customer service rep.	Dental Services
Staff are always pleasant.	Long wait times on phone. An automated eligibility and/or claim status line would be helpful.		Other Services
E-claims.	You need more phone rep's so if we have a question unanswered by the book, we can get information. Pay more!	You pay less than overhead.	Dental Services
	One number where we can get ahold of someone to find out beginning dates of eligibility.		Primary Care
Very prompt after answering phone. Very personal (not like Oregon DSHS). Fastest payment process of ANY insurance I deal with.	Actually, DSHS is the best system to work with. No complaints.		Dental Services
Love the website and the willingness of phone people to look up things.	Not have a 1/2 hour phone wait. Check on eligibility (eye exams and glasses) in a split second.	Only if not signed up with their other insurance.	Optometry
	Pay higher fees to Pediatric Dental providers, who go to school 2 years longer, to be able to specialize on children. Your fees are too low.	Not cost effective, to cover overhead expenses and state, Federal taxes.	Multiple Services
Fax us medical coupons when patients forget to bring them in.	Maybe mailing patients their coupons for the following month a week or so earlier, not on the 1st.	Reimbursement amounts.	Primary Care
	More phone lines! It's impossible to get through to go over denied claims.	Because Medicaid no longer pays for implants.	Other Services
Information is accurate over phone.	More customer service reps on phone lines. Wait time can be up to a half hour on hold!	Depends on the insurance coverage available (Physical Therapy) and if conditions warrant, treatment with our doctors.	Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Nothing. I can never speak to a real person. We don't have all day to wait on the PHONE!	Keep a list of providers and give it to patients. Stop requiring ridiculous information. Like yellow highlighters only. Wastes time and money on claims	Because of all the red tape and hoops we have to jump through.	Dental Services
Nothing. They are IMPOSSIBLE to communicate with via phone. We are discontinuing our service with them.	Be more user-friendly with your people! It's too late for us, but try being civil. Bills are delayed, denied to excess - VERY irritating!		Specialty Care
Pretty good at answering questions and solving billing problems.	Get more people on phones, takes too long. Change automatic message - it's not friendly at all.	Not equipped to see children. Low reimbursement	Durable Medical Equipment
Courteous and helpful.	More help, so we don't have to wait on hold.		Specialty Care
	More people answering calls. Shorter wait times.		Specialty Care
Sometimes they do not scan claims very good. Also, sometimes want us to rebill, often DSHS mistakes.	Have another telephone line.		Other Services
E-claims processing time is good.	Answer the phone!		Other Services
They are very personable and make you feel important.	Can't think of anything else.	By license.	Specialty Care
Provide dental services for people who otherwise couldn't afford.	Make it easier to contact by phone. Long wait time.		Dental Services
	Cut down telephone wait time.		Primary Care
Will answer questions. but if answering correctly, that is the difference.	Better payment response. Better time on pre-authorizations.		Dental Services
The staff is usually helpful and courteous.	Eliminate the auto-disconnect on the provider help line.	Very poor reimbursement and no Medicare co-pays.	Lab / Radiology
New fax system for PA's (Rx).	Better phone directory of which numbers get which questions answered. Less hold time when making calls; the patients suffer from this delay when we can't call till we have > 1 hour time.		Multiple Services
It helps me a lot.	Cover more procedures.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	It can take a long time to get through to provider services at times.	They have a much higher rate of no shows than other patients.	Optometry
Everyone seems to work with us to patients' best benefit and welfare.			Optometry
Sometimes claims are processed quickly. EOB's are easy to read.	We need a customer service phone number. It is literally IMPOSSIBLE to reach someone when we have questions. Primary insurance EOB's are misinterpreted, causing payment delays.	Children 18 and younger.	Multiple Services
Optical lab workers are nice.	We can hardly ever reach anyone. On-line system to check if patient is eligible for vision services.		Optometry
	Keep up to date with current CDT-4 codes! Also, be able to send claim electronically (due to PIC # in address area, we are not able to do this).	We would not be able to accommodate all patients due to the fact we are the only providers in this area (at least it seems that we are).	Dental Services
Correcting problems with claims. Very attentive.	Make sure the hours requested are in the system timely.		Specialty Care
Most of the people in Provider Relations and Authorizations are very nice and helpful.	The TCS thing is great, if it works right. The authorization should cover entire charts and usually don't, thereby making the (frustrated) doctors call numerous times.		Pharmacy
I would say, No. DSHS has a reputation with me that you call the phone number and the line is 99.99% busy. How can they work with you, if you can't talk with them?	Get more qualified, educated DSHS employees to answer the phone.	We are a very small office. If our office were to see more DSHS clients, we couldn't afford to stay in business and our fees are conservative.	Dental Services
They do try to give as much information as possible.	Answer the phones quicker. I do not have internet access.	Reimbursement rates are extremely low. The number of no shows is extremely high.	Specialty Care
The people are nice, but not much else.	Stop changing the rules and regulations every 6 months or year. Pre-authorization requirements is the worst with dentures -BAD.	Generally most DSHS clients are rude and get angry when you tell them what is and is not covered by DSHS and MANY services get denied or paid VERY little.	Dental Services
	Cut down the amount of time (on hold) when calling DSHS. The time we have to wait to talk to someone is horrible.		Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Electronic billing is smooth and when we do get through the phone lines (often very long hold times), the reps are knowledgeable and helpful.	Almost impossible to get through on phones. You need more phone reps. This is the #1 reason we limit our DSHS patients.	Fee schedule is too low and the phone lines too long if we have a question. Also, DSHS does not communicate with Medicare and there is always problems with that.	Multiple Services
	Better telephone service	We only see children to the age of 19.	Dental Services
PA telephone line answers more quickly than before.	Responding PA request by fax takes forever. Sometimes a 2nd request is needed before getting an answer.		Pharmacy
Cindy B @ Coordination of Benefits was extremely helpful with a difficult case.	Sometimes we need clarification of billing instructions and customer service can't seem to help and just refers us back to the billing instructions.	We do not see adults because the fees paid are too low. We also limit services provided to children because fees paid don't cover our costs.	Dental Services
Getting more responsive with e-mail requests.	Have more help answering providers phone calls. It's next to impossible to hold for 30 minutes or longer.	Could be a possibility with the low reimbursement.	Specialty Care
The people I speak with are always helpful and make every effort to help me.			Specialty Care
Quit flip-flopping the drug formulary every time a drug company waves a two dollar bill in front of you!			Multiple Services
Prompt information provided when requested.	Quicker reimbursement turnaround.	Am VERY available to serve MORE (PG care/ delivery/ postpartum)!	Specialty Care
		We see children, but unable to see adults because of lack of payment compensation. We have seen adults in past but haven't in 2 months because of cut back for adult payments.	Dental Services
If you can get a representative who is friendly and knows what they are doing, they will be willing to check claim status.	A more friendly work staff. I'm sure they have to deal with many problems throughout the day, but maybe try something as incentive for them to strive to be friendly.	We are not VSP providers, which excludes any Molina patients.	Optometry
No authorizations required. Saves huge amount of time.	Pay your claims in a more timely manner. Right now, we have \$14,000 IN CLAIMS over 60 days!	Referral from primary care.	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Good about returning calls promptly.	Quicker processing of applications and award level changes.		Specialty Care
They don't - I can never get a person on the phone.	Pay better, pay sooner, help out with codes.	Payment is poor. DSHS is picky on codes. Patients don't show up on time and many don't keep appointments.	Dental Services
Wouldn't know, as I can't get through to a real person to get questions answered.	Easier access - I can rarely get through to anyone (line is busy).	We are the only specialist within 100 miles.	Specialty Care
	Not have to be on hold when we call. Too long waiting times!! Wastes our time.		Optometry
I rarely call. Have good EOB with payments.			Dental Services
Usually answer any questions that arise from remittance report.	More customer service agents. Less waiting time on hold.	Only accept public assistance on existing patients.	Dental Services
Eligibility & claims.	Less hold time to reach DSHS.		Specialty Care
Very patient and helpful.			Other Services
The staff seem to try and be helpful in getting some items pre-authorized.	They could respond to e-mail messages much quicker (within 24 hours). Calling times could be extended.		Specialty Care
	1. Wait time on the phone - shorter. 2. Denial codes on remittance more accurate. 3. Denied claims due to DSHS error. The physician office has to rebill. I think DSHS should reprocess the claim. 4. I get a lot of claims back due to a scanner error. My copy always looks fine, but I still have to rebill. 5. If there is an error on a claim, I'm treated like it's always my fault, which is not always the case.		Primary Care
Requiring no authorization for referrals.	Phone hold time minimum 20 minutes, when calling at end of day.	Reimbursement is poor and we have bills/overhead to pay.	Primary Care
		Medicaid reimbursement is less than 1/2 our expenses. Insufficient payment for services rendered make it completely unproductive to serve Medicaid clients.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Claim processing.		Durable Medical Equipment
Quite courteous.	Better phone access, faster, easier.		Services Not Specified
	We never can get anyone on the line and when we do we get no answers!!		Primary Care
	Not have to wait so long on phone.		Specialty Care
Sometimes, but they do not go out of their way to help.	Better services towards letting their patient know what their benefits are.		Optometry
	Do not nitpick. Do not send claims back to us just because the PIC is spaced a little different. Do not return claims just because we used a pink highlighter instead of a yellow one.	The patients are difficult and the reimbursements are low.	Dental Services
Return calls in a timely fashion.	Reimburse ARNP to see clients who need therapy as your policy stands now, DSHS creates a barrier to accessing care.	As an ARNP there is no reimbursement for providing psycho-education or psychotherapy, so your policy limits the number of DSHS clients I see in my practice.	Multiple Services
Pre-authorization rep (Bruce) is very helpful provider. Main number is very hard to reach any rep. Provider enrollment takes too long.	Can you have more representatives to pick up phone (main number)? Make provider application and update information process faster. By the way, your reps. are really rude!		Dental Services
Resolves problems when you finally get someone on the phone.	Answer your telephone. Answer e-mail. Reimburse at 2004 prices. Make information more accessible.		Pharmacy
	Shorter holding time on the phone. Better coordination with other insurance companies i.e....new ??? switching coverage's, pointing fingers whose primary.		Specialty Care
	Work with patients that need care immediately to be changed over to the FCP of their choice. Providers need a specific number to call and verify insurance.		Primary Care
	Make access to real people for help.	Payments too low!	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
N/A.	Do not credit back payments off of EOB's. Answer phone personally. Make billing and reimbursement timely. Less denial for clean claims.		Physical / Occupational / Speech Therapy
	Better phone system. (Busy signal most times at provider services). Would like provider workshop training. Provider newsletter/bulletin.		Specialty Care
	Notify on PAPER of important changes that are made to program. Even if just quarterly. NOT a USER-FRIENDLY website.		Specialty Care
Assists us with problems regarding eligibility when claims denied.	Add more people to the phone lines.		Other Services
I love that I can e-mail to get answers to questions regarding claims!	Make adjustments less complicated to submit.		Multiple Services
Faxing for PA number works well.	More access to fax numbers so we do not have to wait on hold so long.		Pharmacy
If they can't help you, they are always good to either transfer us or give us a number to call to the right person. ALWAYS friendly.	Make hand billings more simplified on some things, i.e....bubble packing. I don't think diagnosis codes for each card is necessary.		Pharmacy
Everyone we have spoken to has been very helpful by giving out billing tips and explaining procedures.	Explain in further detail on EOB's the reason why claims and/or procedure codes are being denied.	We no longer take new DSHS patients. Too many no shows.	Dental Services
Takes time to explain issues.	Lessen hold time on phone.		Specialty Care
	Answer the phone. Add more phone lines, too many times I am told "all circuits are busy now - please try your call again later".	Very busy practice. Had to set a number of limits to provide equal service to all patients.	Specialty Care
	Have a phone number where you can talk to someone.		Multiple Services
	The wait time on hold to talk with someone is ridiculous. Sometimes a simple question is a 15 minute wait!	Due to the reimbursement rate is too low.	Dental Services
Prompt turnaround - 3 weeks.	Get rid of pre-authorization on dental extractions and pre-authorization on dentures. More phone lines. Tooth number on EOB's.	Money must pay bills, staff, lights.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They take the time to try and help, without making you feel like they're trying to get rid of you quickly.	Have more people manning the lines so the wait time on the phone is less.		Pharmacy
EOB's are user-friendly.	Make phone lines more accessible!		Optometry
They often have attitudes and behave like they are doing me a favor. Typical of a government job.	Don't deny a claim because I forgot to cross a "t" or dot an "i".		Primary Care
	Be more courteous to my staff and billing service when they call for problems.		Specialty Care
Most CSO's are quite helpful.	Region #2 call center isn't a workable system.		Specialty Care
They are helpful when they will reprocess claims.	Staff could be better trained to help when discussing denied claims, i.e....why a claim was ACTUALLY denied.		Multiple Services
	Answer my calls. I called 3 different times today and the message says call back later.	Payment so low.	Specialty Care
Pays MANY bills on time.	Try to call your own number and see for yourself.		Multiple Services
	Phone support and turnaround time for pre-authorization requests.	Low fee schedule.	Dental Services
They could help us by sending us information on NDC numbers. What are these and where do they go on HCFA??	It is impossible to talk to the hotline. You need to get more customer reps or at least put us on hold to wait.		Specialty Care
I always go through Ann Lawrence, Field Rep, when there is a problem and she's great at her job helping us.		They don't take any responsibility with their insurance and they tend to no show.	Other Services
When able to get through on phone line.	More clarity in using Website.		Physical / Occupational / Speech Therapy
Depends on who you get. Some try to walk you through a problem and others "don't know enough to help".	Be more knowledgeable on WHY something gets denied and how to fix the problem.	Many no show patients and patients who aren't responsible enough to bring in current and correct billing information; i.e., coupon, other medical insurance card, etc.	Other Services
Easy to understand remittance advices, EOB.	Way too long phone wait when checking claim payment.		Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
NO for local office. They tell our patients to find a different doctor.	Not be so negative to our patients. Some people can't help asking for assistance and it hurts when they go into DSHS and are treated badly.		Primary Care
Communicate. Answers questions with detailed information. Explains situation well.	Explain if provider is using incorrect code. Unit cost vs. flat encounter rate per type of provider service.		Other Services
Responds to questions quickly.		This is a 64 bed facility and, as you can see, most are Medicaid.	Other Services
Fax coupons immediately.	It is almost impossible to get ahold of you on the phone, especially if there is an error on your EOB or I have a question on the EOB.		Specialty Care
Resolves issues timely.	Provide more staff to readily answer phones and questions, rather than leaving voice messages.		Multiple Services
Your phone service has improved 100%. Your service reps are very helpful and polite.	Can't really think of anything at this time.		Pharmacy
Medical Audit Unit , DMM and ORS are very helpful and knowledgeable. Provider Services respond as quick as they can.	Put more people in Provider Services. Being on hold or just plain being told to hang up is not helping. Holding for 45 minutes.		Multiple Services
Tells me my claim errors, so that I can correct them.		Oregon providers.	Specialty Care
	We would like you to review your ruling on difficult exactions, code #D7210. Example, a patient arrives with an emergency anterior extraction to do. In the process, the tooth breaks and must be surgically removed. this is not a known fact until it happens. Your ruling for a difficult extraction does not apply to anterior teeth and should be changed.		Dental Services
Impossible to answer. Calls are not returned, can't get through. Management needs to help their customer service reps.	Get more telephone reps so that it doesn't take 45 minutes or more to contact you. Also, automated information on claims would help.	Because of how little you pay on the patients' bills. Small providers cannot afford that.	Multiple Services
Always willing to look something up for me or help with a denial	Allow us to look up client information, etc. on the internet.		Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
NOTHING - absolutely nothing.	Answer phone calls. Literally have to wait 25-30 minutes on the phone to talk to someone.	Because reimbursement is too low for us to even cover our costs, and it takes forever to get paid - some claims took 1 1/2 years!	Specialty Care
Sometimes I have gotten Award letters after clients have discharged or died (weeks after). CANNOT collect their portion of money owed.	Let clients families know FIRST they have to pay Nursing Homes right away and get award letters out quicker to facilities. The families act as if they have NO idea that they should pay us anything.		Specialty Care
When you can finally get a customer service rep, they are always helpful.	It is nearly impossible to get through on the phone. I have been on hold up to 32 minutes only to be disconnected. This is an ongoing problem.		Multiple Services
	More customer service staff.		Primary Care
	Provide a manual specific to ambulance claims.		Multiple Services
Sorry, but I can't say much. Turnaround time is very slow and often things are kicked out because of clerical errors on your part.	We need a specific contact person to discuss claims. Resubmission of claims are often "lost" (no response) or they are considered "Dup". A lot of time is spent and wasted trying to clear up accounts. I often write letters of explanation in these cases with either no or cryptic responses.		Specialty Care
Most of the staff is always friendly and helpful.	Work with the few crabby ones.		Primary Care
Electronic billing is very easy.	Answer phones faster.		Dental Services
The e-mail questions get answered pretty fast.	The on-line people could be more helpful and knowledgeable when it comes to Durable Medical Equipment billing questions.		Multiple Services
You are great at supplying coupon copies when patients forget to bring them. Thank you.	It is very difficult to get through on the phones when we have a question. Questions about benefits are usually answered "Look it up in the manual". If I could find it in the manual, I wouldn't be calling! Also, a better reimbursement schedule would be great.		Physical / Occupational / Speech Therapy
Provider Services is very helpful and pleasant to work with.	Claims help. Have not used it recently, seems like the line is always busy.		Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Provider relations has been very helpful.	Less hold time on phone calls.	But thinking about it because of low reimbursement.	Multiple Services
		Budget - HMO.	Multiple Services
Follow up on dental claims.	Phone time on hold waiting for assistance is too long.	Your payment schedule is too low to afford to open our practice to more than the # stated above.	Dental Services
	Pay claims promptly. Claims that are very old require a lot of work to contact and get paid.		Physical / Occupational / Speech Therapy
Helps get/understand why claims denied.	Answer the phones, less busy.		Specialty Care
Fast reimbursement.	EOB codes - provide more information, more details, be more specific.		Specialty Care
Nothing.	Customer service reps actually answering phone calls would be nice. Stop denying claims for bogus reasons. Pay the doctor for his services.		Specialty Care
We have not had a good experience yet.	Too involved with this small space. Too manpower intensive to submit.		Multiple Services
Rita Hone is the ONLY person we can get help from. She has been great.	Customer service staff needs to be trained so they can actually answer questions and help (if you can manage to get through). They are RUDE and CONDESENDING, SNIDE.		Other Services
	I can't get through by phone. I would like to fax or e-mail and get timely response.		Specialty Care
DSHS is very difficult to work with.	Be available; train your people better, pay on time, better reimbursements, teach staff to be courteous.	We should because financially it doesn't make sense to work with them, but we don't want people to suffer.	Specialty Care
Once I get a "live person" I usually get my questions answered.	At times, it's hard to find a "live person".	But, reimbursement rate may force us to limit admits by end of March!	Multiple Services
Not that much. Every time I call I am made to feel that my call is a huge inconvenience.	Be more helpful and friendly on the phone. Help people solve their problems instead of re-routing them somewhere else.		Durable Medical Equipment
		Payment schedule.	Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
We like direct deposit and the authorization are nice.	Speed up medical review, put a woman in charge, have some compassion, add more allowed medical necessities under EPA's i.e....infant hospitalized for jaundice, surgery, or respiratory problems.		Durable Medical Equipment
Very good about helping explain problems with remittance.	Get more toll free lines. We do not have access to high speed internet and with a small office, it is difficult to stay on hold so long.		Optometry
Very pleasant and understanding on the phone and helpful on phone and at public meetings (PAMES).	Answer the phone! Sometimes it takes hours to get information! Return voice mail quicker.		Durable Medical Equipment
Telephone inquiries are IMPOSSIBLE. PHONE CALLS ARE NOT RETURNED.	Hold time on telephone is TERRIBLE! You can't expect your providers to hold 1/2 HOUR!		Physical / Occupational / Speech Therapy
Nothing.	Pay claims in a timely manner. Also, stop denying claims that have had pre-authorization.		Dental Services
If direct numbers are available, staff help as much as possible.	Return calls quicker. More access to individual staff. Listing of direct phone #'s.		Multiple Services
I don't have much positive to say. However, my last phone call was GREAT!!	Don't leave on hold for so long.	NOT COST EFFECTIVE.	Dental Services
	Need to be able to reach someone on the phone more easily or have Web access to eligibility.		Optometry
	Follow your own billing instructions. Lots of denials on RA's because your employees didn't know how to process claims.		Durable Medical Equipment
		Can't run the practice on DSHS renumeration. Cash & insurance patients come first.	Specialty Care
Hire employees that speak GOOD English and know the answers to questions. Answer the phone!	Don't transfer us to one desk after another, then the last guy can't help with the questions anyway.		Physical / Occupational / Speech Therapy
Direct deposit is nice. Authorization by phone after EPA is over is very swift for "normal" situations (i.e.. patient still in hospital).	IMMEDIATE authorizations for patients awaiting equipment if circumstances are unique. "Medical review" takes forever.		Durable Medical Equipment

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Verify coverage and PIC #'s. Helps me resolve denied claims.	No complaints.		Emergency Services
Some people know system and try to be very helpful. Maintain continuously needed core-support of.	Timeliness of response. Minimize bureaucratic red tape to get an obviously medically needed procedure.		Other Services
Try to explain to you if we have billed wrong how to do it right to get paid, but sometimes comes with a "you're stupid attitude".	When we bill correctly and are denied incorrectly, would like claims reprocessed vs. us having to redo it.	Reimbursement rates.	Specialty Care
	It will help us if on the Remittance and status report, it had the correct phone number if any questions are needed.		Optometry
Not always.			Dental Services
I always have trouble getting anyone on the phone, so just never call anymore.	Pay more of the costs. Medical pays higher than Dental.	We can't afford the near 60% write off. Our overhead is 66%, as most dental offices are. Product is very expensive.	Dental Services
Billing issues...coverage/disability issues for patients.	You are doing great.	The fees are less than overhead costs for my practice. I wish I didn't have to limit numbers.	Specialty Care
Always helps when you can get through on the phone.	Make phone access better!!!	Have already 20% practice in DSHS. Can't afford any more at current fee levels, and they miss appointments.	Dental Services
	Better phone availability. Let us write explanations in Box 19. Try and not lose information stapled to claims.		Specialty Care
Courteous, as above when we call for authorization.	Get rid of TCS review. I have trouble believing it save dollars.		Pharmacy
Help with account denial.	Answer phone more. Either need to get more reps that know DSHS laws and procedures.		Multiple Services
Once someone answers the phone they do try to give as much information as possible (knowledge).	Hold time is WAY too long. OFTEN 30 minutes. Who has time for that?		Multiple Services
Yes - I have been very happy with the help I get.	Make the time we wait on hold shorter.		Pharmacy

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They are very good about being thorough and getting you all the information you need.	The phones are terrible. You have to wait too long before they answer and half the time you have to call back.		Multiple Services
	More customer service reps. available to answer calls.	No shows, fee reimbursements for dental services do not cover office overhead.	Dental Services
	Better trained staff to take our phone calls with claims questions and MORE STAFF. We are RARELY able to actually get through and speak to provider service, very frustrating. Also, we almost NEVER receive a response when we submit an e-mail inquiry.		Durable Medical Equipment
Caseworker for TAD always helpful, local financial workers seem to be put out with questions that I have. I'm new to this position.	Be more approachable.		Specialty Care
		Only ABCD children.	Multiple Services
They help me with codes and code questions. Bev Atheridge is very helpful and gives excellent help. Also James Woodward has been a great help! Thank you!	Keep supporting midwives who are doing out of hospital birth. It saves taxpayers THOUSANDS of dollars! And keep doing a great job.		Multiple Services
	Not so long of wait on phone for questions. I have a lot of redo's on my claims due to the change in codes and their dates.	Cost and fees you pay.	Dental Services
Polite phone help.	Decrease hold times.		Specialty Care
Answer my questions.	The phone calls are very difficult to work with. Being on hold for 30-45 minutes is not acceptable. No other state, federal, or private insurance company gives this bad service.	Financial reimbursement is so low we can only afford to see a certain number of patients per month.	Multiple Services
Answer all questions and put forth effort to find answers.	More phone lines, less wait time.		Specialty Care
		Use Medicaid to fill open appointment times, not fillable with regular-insured patients.	Dental Services
	More customer service, less wait time on provider hotline number.		Primary Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Yes. Return call within the same day.	Call if any claim is being processed wrong! Let us know how we correct the problem.		Primary Care
I have noticed in the last month your staff has been very helpful when I call about an account. Prior to that service was terrible and the gentleman was constantly rude.	Continue to be helpful with unprocessed claims. Especially when units are used and we pre-auth and the pre-auth number is not relayed over when claims are processed. Do remember we are working for the patient		Physical / Occupational / Speech Therapy
User-friendly website.	Less of a wait time for phone calls. Update your software program. Better customer service.		Primary Care
	Inform clients that coupon is "not" same as insurance. Dental providers cannot see everyone that calls at...35-40% reimbursement. We would close our doors.	Too many in need. Too little reimbursement.	Dental Services
	Answer questions more thoroughly. Answer e-mails faster.		Physical / Occupational / Speech Therapy
Not much.	Pay me faster and in full.		Dental Services
	Access to telephone number without being put on hold.		Primary Care
Once I finally got the application, provider status confirmed relatively quickly. However, it took FOUR requests to get the application and submitted application twice (got lost the first time).		I'd go out of business due to low reimbursement for services rendered.	Physical / Occupational / Speech Therapy
When we call with questions, DSHS is willing to help us with multiple claims.	Explanations and help on how to get claims paid when denied.		Services Not Specified
Appreciate the way we can call with questions on our denied claims and you will answer questions on multiple claims for us.	It would be nice to have a reference page to go to with our problems when a claim is denied for billing problems instead of trying to guess what you want put on the claim or where to put something on a claim.		Multiple Services
Answer questions on the new changes since 10/1/03, e-mail forms, etc.	Make more customer service representatives available and longer hours so that it is easier to get through to a representative.		Durable Medical Equipment
	Answer the phones.		Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
When I finally get off hold they are easy to work with.	Shorter wait periods on the phone.		Multiple Services
Make customer service more available to dental providers. Thanks to Gary Monroe who answer his calls!	Have more customer service availability.		Dental Services
	Hold time needs to be reduced.		Pharmacy
Service reps (most of them) are nice and understanding.	Have more customer service reps., less hold time on calls. Be able to resolve problem claims without having to rebill so many minuscule workup. Try to have more updated technology, more thorough follow-up work.		Multiple Services
	Help with claims when needed. We have to call early in morning and takes at the minimum 1/2 hour on hold. Pay more.	Time taken for payment. Amount paid.	Dental Services
Nothing.	Cover chiropractic.	Only because Medicaid does not cover chiropractic care.	Specialty Care
They listen to what I am saying and help me when I am having problems with figuring out billing.	Follow through on new billing system. I still don't have my packet for the new system, at least that's what I think I'm supposed to get next.		Specialty Care
Most provider relations employees are there and follow through with reprocessing and telling me why a claim was denied.	You could give more of specific reasons why claims are denied and not give such general answers. There are some reps. who I don't think know too much about our claims, and it feels like a waste of time to hold so long.		Multiple Services
Take Charge program is great. Easy to access patients' PIC numbers.	Figuring out the new electronic claims system. No one seems to know what's going on.		Multiple Services
	They should provide a telephone number for providers. Busy offices do not have the time to wait for a representative. Very frustrating when you provide insurance EOB's and you still do not receive payments.		Multiple Services
I was given the wrong number by publications update. Takes too long to talk to someone.	Pay on a timely basis and send new publication updates out automatically like in the past.		Optometry

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
"Bruce" in authorization is wonderful. Always extremely helpful and pleasant.	When calling provider relations, the long wait on the phone is awful. Impossible to deal with as I have to hang up to help patients in the office.		Dental Services
	Provider line busy too often. Provider line staff not knowledgeable. Need to be able to get eligibility information!!		Specialty Care
Rapid reimbursement. Helpful WHEN ABLE to make contact on phone.	Improve reimbursement. Expedite/streamline formulary restrictions. Electronic/On-line billing for medical supplies.		Pharmacy
	Allow claim resubmissions on the EOB!!! Sometimes it's just 1 procedure denied, then we have to create a new claim or split that item off the claim to rebill.	Children only.	Dental Services
	More telephone reps. We would like to be able to check eligibility.		Multiple Services
I haven't had an experience with DSHS doing anything well except passing the buck. Can't get an answer out of anyone.	Attend a school-based Medicaid meeting. You've been invited every year but cancel at last minute.		Physical / Occupational / Speech Therapy
Any questions, always know what answer to give.	Wait time to get through on phone at least 30-45 minutes.		Optometry
Some reps. are very helpful in finding answers.	Fix the wait time when calling customer service.		Multiple Services
	Sometimes not able to get through over phone. If lines are busy, it will hang up instead of holding.		Specialty Care
Award letters, information, TAD.	Award letter faster. I think they do as good as they can with their caseload.		Specialty Care
Provider Services reps that we can call directly always try their best to get us an answer to our questions (Rita, Gary, etc...).	Educate personnel that answer 1-800 line. Educate claims personnel in correct processing of critical access hospital claims and rural healthcare claims.		Multiple Services
The optical lab techs at Airway Heights are wonderful about helping with any questions!	Educate the clients on what is covered.		Optometry
On-line information, easy to contact for pre-authorizations. Bruce Card is wonderful!!!	Make phone contact easier.		Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They don't rush me.	More customer service agents, so I don't have to be on hold for sooooo long.		Physical / Occupational / Speech Therapy
	Permit me to provide adequate services to clients who are currently falling through the cracks, that you require to go to Community Clinics, who have no one to call.		Specialty Care
	To be placed on hold too long, the phones are always busy.	By referral only. Poor reimbursement rates.	Specialty Care
	Make more available lines when you call in.		Physical / Occupational / Speech Therapy
	Make the "insurance" like others - so patients can pay a co-pay. Then more of them could get treated.	Because I don't have the financial resources to pay for their care and DSHS does not cover the expenses! They need to allow the patient to pay a co-pay, then they could get reasonable care if that is the objective.	Dental Services
Most benefits are paid promptly. Once a patient has been established in your system.	Make your system easier to speak with the correct representative for each patient.		Specialty Care
	Why do you require prior authorization's on prosthetic covers? The cover protects the working parts and is needed!		Durable Medical Equipment
	Have the same codes as everyone else.	It costs us more to see them than we get reimbursed, we lose money every time we see a DSHS patient.	Dental Services
	Can't get through to a real person. Up the reimbursement, have a real provider treatment relation's human to call (re: billing problems), and reply to e-mails!	But may, due to low fees.	Physical / Occupational / Speech Therapy
	Process the claims correctly the first time. Have provider services people who are kind and helpful and have better access to them. Pay the claims!	Very low reimbursement and multiple problems with processing of claims and slow reimbursement on claims.	Multiple Services
	You can never talk to a person! We would accept more patients if the state paid more reasonably.		Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	They could provide better reimbursements to the provider. It costs US money to take in DSHS patients!!!!		Lab / Radiology
	I try not to ever call DSHS because of the wait time on telephone lines and limited hours of service.	Medicaid does that for us by not having chiropractic a covered benefit for their clients.	Specialty Care
	The only problem is getting approval for RPDxCD, it takes several months!!!		Dental Services
Ken Lowery at provider services is wonderful...very helpful!	Check Medicare eligibility before denying a claim to bill to Medicare (EOB 68), when the patient is not eligible for Medicare of Part A or B only.		Other Services
	Correct claims without having to do an adjustment.	But we see children only, up through age 18.	Dental Services
	Get more phone lines or an automated line for claims. It is not unusual to be on hold for 45 minutes.		Primary Care
	Please hire more people to do the work. When I call I usually count on being on hold OVER 1/2 hour BEFORE I get to talk to anyone!	Reimbursements.	Multiple Services
	Make customer/provider contact easier.	Busy practice - Slow payment from DSHS.	Dental Services
	Process claims quicker, less paperwork.		Multiple Services
Communicates well - most of the time.	Sometimes defensive - especially about concerns of mistakes by JRA - workers seem to be afraid to collaborate.	Our services are funded almost exclusively by Crime Victims Comp.	Specialty Care
Answers e-mail back to us timely.	Be available by phone.		Multiple Services
Customer service - always friendly.	Decrease wait time!!		Pharmacy
	They never return phone calls. Return phone calls and better follow up. They always say they are up to their necks in paperwork...well so are we.		Multiple Services
Answers all my questions.	Have more operators available.		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They have helped to answer questions on billing, denials and if certain things are covered by Medicaid.			Optometry
	When a patient back and forth (i.e.. Molina back to DSHS to Molina) we are often not aware of this and the patient does not know to tell us.	The reimbursement does not even cover overhead. It is a financial hardship to serve them and they are often the most demanding patients.	Primary Care
Customer service is very helpful regarding billing issues.	Pre-authorization area is helpful but not always knowledgeable in our specialty area.	Diabetic shoes because reimbursement does not cover COST of the shoes.	Specialty Care
Nothing.	Everything. I am never able to talk with anyone!	AWFUL PAY!!!!!! Patients need to be required to BATHE!!	Multiple Services
I can't think of anything. They are very rude.	Our staff needs to be able to speak English and reimbursement needs to be higher.	They are rude and expect everything for nothing.	Primary Care
When you CAN get through to someone, they usually can help with problem claims.	Have more staff so hold time is shorter. Redo website so it is user-friendly and worthwhile. System to check eligibility on-line. Phone system that lets you stay on hold instead of hanging up on you.		Multiple Services
Nearly nothing.	Hire more knowledgeable staff, people who speak and understand English would help. Better codes.	Do the math for reimbursement.	Multiple Services
Always calls me back.	I think your doing a great job. Thank you.		Dental Services
	Oh my! Hard to get through and lucky enough if the phone line doesn't hang up, because the staff is too busy and the phone system is designed that way we've been told! No wonder, customer service is at an all time low - limited staff to help - which decreases morale, poor DSHS!		Primary Care
You mean to tell me you think we can ever get through on your phone lines?	More knowledgeable staff - higher reimbursement.	We would go under if we had to rely on them as patients.	Primary Care
Nothing.	Pay at a higher reimbursement rate. Have a phone number to call for claim inquiries.		Primary Care
They go the extra mile.	The auto answering service hangs up rather than giving you the option of holding on.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Billing.			Optometry
We really don't work on a phone to phone or face to face.	Pay us more for eyeglass hardware fee. You pay the doctors much more. We have to deal with fittings and all for 2 years or more.		Durable Medical Equipment
Patient. Full of needed information.	Shorter wait time.		Primary Care
	We get checks for reimbursement for copies of records, but they have no name - no account number and they are impossible to post.	We try to limit each physician to 2 new DSHS patients per week because of extremely low reimbursements.	Specialty Care
	Answer phones faster (shorter hold time).	There are so many patients and so few providers, we can't see 100% DSHS if left open all times.	Dental Services
Reprocess claims over the phone (for corrections and/or adjustments). Provide explanations for delayed/denied claims. Provide patient information by fax.	Less of a wait time on the phone. Process claims in one month (or less!). Accept claims by fax.		Dental Services
Answer the provider phone line and give detailed information.	Develop a HIPPA compliant HCFA form (paper) - or provide an electronic claims submission system that is HIPPA compliant and allows for attachments for secondary billing purposes.		Physical / Occupational / Speech Therapy
Explanation codes on EOB's are easy to read.	Be patient when we have a question regarding a claim. They are very short and rude sometimes. Pay claims quicker !!!		Dental Services
It depends on each site - Bellingham is very helpful. Mt. Vernon is helpful about 3/4 of the time.	Have patient pay a small fee to give them responsibility.		Dental Services
Some of the customer service people there will take the time to find the correct answer for me and if unable to find it in a timely manner, take my name and number and call me back with it.	It would be nice if everyone that does answer the phone was more knowledgeable, I have had to tell the specifics on some questions I've asked, and if they're unsure, I don't mind holding while they ask a supervisor.		Durable Medical Equipment
Bruce at Pre-auth and the rest in that area are great help.	How about more toll free phone numbers. Shorter on hold times/faster return calls. More people to answer you phones. It is painful to call you and wait 30 to 40 minutes or more.	It is now more work to get paid and less service is covered now. More hoops to jump through.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Hire English speaking employees, people that SPEAK good English.	Answer their phone - quit transferring you to someone else. Know some answers to your questions.	Never.	Services Not Specified
When there's something wrong on the TAD, they'll call and verify the information, not just leave it awhile and treat it as being wrong.	So far, I've experienced great customer service.		Other Services
Don't interact much - only for CPS calls and have had great interactions on those in past two years.	More than two years ago, had a very grumpy and defensive and negative CPS worker.	The only DSHS clients I have are ones with Medicare - and DSHS pays a small additional amount - Many DSHS clients cannot afford the remaining amount they would be responsible for.	Specialty Care
N/A.	More phone support and lines.		Specialty Care
	Why don't you just admit that you ask physicians to donate their time to treat DSHS patients - the "fees" barely cover overhead - minus any salary for the treating physician. You get what you pay for and this should be revealed to Washington State Taxpayers.	Low fees - number of doctors - shoppers and drug seekers.	Specialty Care
	Better phone service.	Reimbursement too low.	Specialty Care
They are very good at answering questions, even the strange ones and try to help as much as possible.	Quicker answer time, being on hold for 15-20 minutes or more is hard when you're a doctors office.		Optometry
Most employees are helpful and courteous.	DSHS staff is sometimes abrupt. Our staff has had complaints about [Name Redacted] in particular.		Multiple Services
	It is very difficult to reach a representative by phone to ask questions and inquires. Also, need to adhere to the SAME ADA CODES as all other insurances.	The fees allowable are not a sufficient compensation for services rendered.	Dental Services
Nothing that I can think of.	Pay the worth of services.	Because we lose so much money and they are unreliable patients.	Dental Services
	Phone line is always busy. Can't get through. No help.		Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
When adjustment requests are sent, I get a prompt response with corrected payment.	Pay attention to units billed and pay accordingly. Multiple units on PT claims should be expected.		Physical / Occupational / Speech Therapy
	Call with questions, instead of rejecting the whole claim for something minor.	To reserve room for other patients.	Dental Services
	Make it easier to reach by phone, it's hard to get through. I talked to a man at DSHS to find out proper code, he refused to tell me and was quite rude. I explained that I didn't have internet access to look up new edition of your fees - he was not concerned with helping me. When I hung up, I said "great that's why people don't want to deal with DSHS, they don't pay enough and they make it hard to deal with. Also, you often reject claims if they are not perfect. I wonder why you make it so hard to get payment? You would think you'd be more accommodating considering no one seems to want to treat (Dentist's) DSHS patients, because these patients often don't show and, of course, the payments are so small for the services performed.	Can't afford to write off such large amounts of money, in a small practice. Is it because you are the government that you don't feel you have to accommodate the public. The take it or leave it attitude!	Dental Services
The payments sent weekly.	Less time taken on secondary claims (claims in process).		Physical / Occupational / Speech Therapy
N/A.	Respond in a more timely fashion. It would also help if the staff would actually read the question that we are asking.	Our patients have other insurances which pay us at a better rate.	Specialty Care
My DSHS always seems to go smoothly.		We are only seeing (as new patients) children between 3-18 years due to poor reimbursement. We do see adult with DSHS secondary to Medicare.	Primary Care
We have found the staff helpful to resolve payment problems.	Every week we send in approximately 20-25 claims, however, some weeks we receive payment on 10 claims, some weeks 5 claims and then some weeks 25 claims. There is no consistency. No one seems to have an explanation as to why this happens. It is difficult to pay bills when you expect a reimbursement of say \$1,000 and you get one of \$300, when the number of claims we send in is fairly constant.	We see children only. Adults missed them, also their dental needs were too excessive for our small clinic.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They fax us information and request needed information to get bills paid.	They could be more timely in processing. Patients have had dates of service not covered because they didn't move the paperwork as they should have, even when I personally took the paperwork down while the patient was in the hospital.		Multiple Services
Following the same billing codes as the dental field.	Payments that are fair.	Can't afford to see very many patients on Medical, as would be bankrupt and out of business soon.	Dental Services
The website is user-friendly. I really like the fee schedule, except it takes a long time to scroll.	I have e-mailed provider relations a couple of times with no response! The wait time to contact a real person can get a bit long. Provider numbers take too long to obtain (6-8 months)!		Multiple Services
Rita in Coordination of Benefits is great! Always keeps me straight.	Make system that will use old and new codes. When a claim is denied it is hard to get the cut off dates to rebill, what code, always requires more rebill than necessary.	Adults only, limit poor fee schedule, too many missed appointments, late to appointments, don't bring coupon.	Dental Services
Whenever I have called Anna with a question or favor, she has gone the extra mile for me!	Anna Wallace is great to work with, leave her right where she is (smiley face).		Other Services
Unfortunately, I can't think of anything...(Except that Todd in Provider Services is excellent).	Less hold time for customer service. More knowledgeable customer service staff. If a customer services person says they will call back, it would be great if they actually did. Increase reimbursement rate. On-line claim status.		Specialty Care
	Pay at least 80% of our charges, within 30 days, not 32% and after several months. Can't pay our bills on time.	Cannot afford the clients (re: 32% reimbursement plus 100% liability for providing excellent health care). Also, clients are sometimes rude and demanding.	Multiple Services
DENY OUR CLAIMS!	Pay the doctor better - we cannot accept very many of your patients when it costs him money to take care of them!	Because we can't afford to lose money! Because we were one of the few Dermatologists that would ever take DSHS. We were getting inundated!	Specialty Care
Keep us informed about everything. Provide very good services.	Everything is fine. But some meds have been paid under the cost. Would you please keep track, check and update the reimbursement. Thanks.		Pharmacy

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Card with income levels and phone number for us to give to patients that might qualify.	Always have trouble getting paid for both twins seen on same day. When calling on this numerous times, recording tells us not available to answer and hangs up on us.	Poor reimbursement.	Specialty Care
	Phone hold time is unrealistic. We do not have 1/2 hour to hold for service. Turnaround on claims is very slow.	Limited to clients in ABCD program.	Dental Services
	Leave more discretion to the dentists for dentures. The claim/preauthorization reviewer imposes severe restrictions on denture authorizations to the point of frustration. It is not worth the paperwork and time for so little reimbursement.	Restricting denture patients due to high denial rate, excessive paperwork, and low reimbursement for amount of work done.	Dental Services
	Can't reach anyone by phone...What is your number????		Specialty Care
	Send EOBs on Medicare cross-over claims.		Specialty Care
Coverage - medically (no pre-certs for patients).	Allow more multiple therapy meds for complicated patients without pre-auths every month.	Economic burden and cost effective.	Specialty Care
	Overworked!! I don't like the fact that the phone hangs up on a physician office on hold! Ughh!!		Primary Care
The only time I can get help from DSHS is if I call at 7:30 am.	Hire more people so we can actually talk to a human for help. Put your claims and eligibility on-line.		Specialty Care
Weekly RA's and payments. Indicating other insurance on RA.	Better/clearer explanations on EOB when doing take backs. respond to e-mail questions more quickly, since we are using that because phone calls are so hard to get through!		Physical / Occupational / Speech Therapy
Supportive of ABCD Dentistry Program payments have been much more timely in the past 1-2 years.	Do something about the inaccessibility of your provider relations line, and your field reps. Have you tried CALLING (360) 725-1022 lately? What a WASTE to keep that line in service.	Profitability, of course, AND the "hassle factors" involved. Clients are late, no-show, cancel repeatedly, don't comply with oral hygiene, have poor communication/comprehension skills.	Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They don't. You can't get through on ANY phone line to get a real person. The only thing you can do is send a letter and never get a response.	Have a better phone system and not deny every single little error. If there is ONE small error, the claim is automatically denied.	We no longer accept new DSHS patients because of the difficulty in receiving payment (the little that we do get paid). It doesn't even cover our staff wages.	Dental Services
Most recent call, I accidentally called customer number. Person who answered was VERY rude.	Your clients wait patiently on hold to speak with someone. Please be POLITE when answering calls.	Accepting children under 18 only, and current adult patients switching.	Dental Services
They answer our questions satisfactorily. Some help with cross-overs, etc. Susan Baas has been exceptionally helpful.	You need MORE phone lines. We often don't get through. We wait on hold for up to 1 to 1-1/2 hours before we give up.		Specialty Care
	Better phone response, especially for office not e-mail internet equipped. Claims not being processed and paid.		Specialty Care
If one can ever get through to talk with a person/staff.	Pay claims, also, secondary insurance claims not being processed for payment.		Specialty Care
Helps with eligibility questions and benefits.			Services Not Specified
Process claims quickly. Informs me of other insurance coverage with information included on COB so that I'm able to bill other insurance.	Have the Olympia office be more accessible to reach instead of waiting on the line for long periods of time, or not getting through at all.	Financially, the reimbursement rate is low. Managing the health of this patient population is very time consuming due to multiple health and mental issues they often have.	Multiple Services
Electronic claims processed quickly.	Decrease time on hold. More staff for phone calls. Cant's get through unless I call early a.m. "J" codes are much more harder to bill. Why use "NDC" when "J" code gives exact description?	Low reimbursement.	Specialty Care
	Improve pay/fee schedule. At present it is less than half standard fees, and it is laughable.	DSHS' wretched attempt to recover money they falsely claimed I had defrauded them of.	Specialty Care
I have had more problems than I ever gotten helped.	I have received a lot of claims back because of keying errors by DSHS. My claim was correct.	Low fee schedule.	Dental Services
Claims rep, Provider rep, ALWAYS, always great with ME. Thanks!	When a check is lost/returned, it is a NIGHTMARE to get it reissued. The staff in that department ARE hard to deal with.		Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Helps with eligibility questions and benefits.	Better communication with families regarding benefits and how to properly use and maintain their status.		Multiple Services
Provides appropriate paperwork.	Coordination of benefits updated - DSHS usually lags behind - wrong information.		Multiple Services
	Faster turnaround times for claims payment. List the patients full name on DSHS FOBs, as many families have members with similar names.		Primary Care
New to Washington Medicaid (moved from Colorado), and everyone has been great answering any questions I have.	Training classes for providers. Colorado Medicaid had quarterly classes that were very helpful.		Other Services
Great work relationships! Better phone operators than in the past...(Big Smiley Face).	More available lines for provider phone line.		Specialty Care
Helps to solve problems with a claim.	Answers calls quicker, response time is very slow. Also, e-mail response is very slow.		Multiple Services
	Faster phone and e-mail response to questions!!! Telephone wait time is almost always 45 minutes +++.		Multiple Services
	Pay a decent wage!	Not worth the bother; pay too little, paperwork and rejections too great! Cost MORE to see them than I get paid by much.	Specialty Care
Nothing in particular - May answer my questions.	Allow us the ability to check eligibility more efficiently - automated line?		Physical / Occupational / Speech Therapy
	Process claims on time, right, and efficiently (hope so).		Specialty Care
	Decrease busy signal when offices call.	Reimbursements.	Specialty Care
They answer our questions.	Not keep providers on hold for up to 45 minutes per phone call. Learn how to say "Thank You!", not "Thank ya".		Specialty Care
Changes/Coverage.			Services Not Specified

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Questions are resolved easily.	Have more provider telephone support so I do not have to be on hold for 20-30 minutes every time I have to call.		Optometry
Very thorough answering questions.	Better communication in DSHS, changes in policy.		Optometry
		Lower reimbursements and patients failing appointment times.	Dental Services
Your people (customer/provider service) are very cooperative, but often times you get different answers for the same questions.	Fax P/A's take too long. Dental hold time too long! Communication between clients, case workers and pharmacies is always inaccurate.		Pharmacy
The 800 people are happy to answer all your questions no matter how many I have to ask.	Answer your 800-562-6188 number more quickly, a 30 minute wait is too long - more staff needed.		Specialty Care
	Better phone system. Unable to get through at times. Also, need more information not internet - PAPER BASED.		Specialty Care
	Paper guides and rule changes on paper, no internet access.		Multiple Services
	Shorter wait for customer service.	Because of the amount paid per procedure.	Dental Services
Always answer all my questions.			Dental Services
Look up claims.	Answer questions on claims not paid.		Dental Services
	Pay on charges that are denied and rebilled sooner.	Because so many have family planning (more OB than GYN) only. When they have an appointment then they have other problems other than family planning and we do not get paid.	Multiple Services
	Be more patient with people over the phone.		Specialty Care
Answers questions knowledgably.	Quicker claim processing turnaround time.		Hospitalization
Fax request are usually handled in a timely manner.	Phone request is a major pain (to get through to).		Pharmacy
Explains and helps.	Not be on hold so long.	Doctors preference.	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Provider relations is helpful for trouble-shooting claims. They try to "fix" problems, but the people who adjudicate the claims do not always pay attention to corrections - and deny again.	Claims would pay faster if authorized items were properly keyed in the screen, in the Qualify Utilization Department.		Durable Medical Equipment
ABCD Program is Great! - easy to work with.	Get claims paid in more timely manner - and send updates stating when they stop paying for something, such as stainless steel crowns on adults, etc.	Pay outs - only 40% of fees, and patients don't show and can be very demanding.	Dental Services
Your people are great, your systems suck!	Better phone access, better timeliness, more reasonable allowables.	Unable to maintain a fiscally responsible balance if we don't, we can't afford to see more than 7% and still pay our bills.	Specialty Care
Your people are knowledgeable and helpful.	It takes me 15 minutes on hold to reach one. How about an automated system with people secondary. Why does it take 2-3 months to pay us? Your E.O.B. has a "Claims in Process". What is the hold up? Just pay. The state of WA has a law that you must pay or deny in 30 days. How odd that WA State doesn't abide by its own law.	We are a small office, doctor cannot afford your tiny payments.	Primary Care
	Can't get through to DSHS - Long wait times - website has no answers, never the same answer twice.		Lab / Radiology
	More phone people, your wait times are awful.	Fee schedule.	Primary Care
I generally work with Ann Lawrence on claim issues - she is always very helpful.	Pay more promptly - it is taking over 100-125 days to receive payment.		Specialty Care
Created electronic option for submitting claims.	Make it easier to talk to a claims representative.	The amount of DSHS reimbursement not nearly covers cost of our outlay.	Dental Services
Sometimes they actually want to help you with the problem and explain thoroughly how to fix it - other times tell you to read your manual and hang up.	More phone people to help you so you don't have to be on hold a 1/2 hour or more. Our time is valuable too.		Physical / Occupational / Speech Therapy
	Provide better access to provider phone lines. No wait policy. Provide more education on preauthorization policy. Provide more education concerning the DSHS system.	We try not to, however, reimbursement is so low we sometimes must pass.	Multiple Services
They have been very helpful where Mac pricing is concerned.	Get more open phone lines where if we have questions it is easier to get ahold of someone.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Courteous on the phone!	Pay claims in a timely manner - bogus denials often!		Multiple Services
	Provide updated billing instructions.	We lose so much money. Although we do not turn away minors.	Specialty Care
Have on-line help so we don't have to call provider hotline.	Shorten wait time on the provider help line.		Dental Services
Nothing to list...(Sad face)	Publish new book easier to follow. Do away with all the predetermination. We see patients in nursing homes; it's hard to transport them, find what they need, and have to transport them again to do treatment. Also, yearly training for changes!!!! Too confusing to take time to read all the memos!	Doesn't pay costs of treatment. Hard to follow all the changes, too many hoops to jump through.	Dental Services
Explain reason for denials, are courteous.	Continue to be courteous. Not act like I am imposing if I ask explanations for denials.		Specialty Care
It entirely depends on the person. Some are VERY helpful and work hard to help solve a dilemma. Others have been VERY rude, curt and short, not helpful at all.	The wait time on phone calls is staggering. Decrease the time on hold to talk with a representative.		Specialty Care
You notify us in regards to claims, whether being paid or pending.	Allow us phone numbers that connect to personnel, simplify E.O.B.'s.	Poor reimbursement, coupons not to patients before the 5th of the month and not accurate.	Specialty Care
	Need more providers.	We are overrun with clients from all areas.	Specialty Care
The staff helps with solving problems	Help providers on phone calls, the wait is too long to get assistance.		Multiple Services
	Medicaid system has limited the care most of these patient required at nursing homes to 1-2 visits per month. While increasing the number of paper request, telephone call for necessary treatment or medications. The amount of allowed payment compared toward care medical visits is dismal. I am joining physicians in Seattle, King County area to limit the number of new Medicaid Patients.	Under current system, I can't afford to open a medical office to see Medicaid patients.	Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
When I can get ahold of them they are very helpful.	Have more operators.	Low reimbursement.	Multiple Services
		Fees do not ever cover material used. Let alone cover time used, etc. Can't run an office this way!	Dental Services
	Have more phone lines available, with less wait times to speak to a representative.	Poor reimbursement for services.	Dental Services
Lets me know how to bill and what code.	When denials are received due to ID, it's frustrating if we did bill with correct number, so your system needs to be able to recognize the dashes in the ID (example: T-051162----).	Can't afford to have a limit. DSHS pays too little.	Primary Care
We feel system gets abused - so check more thoroughly for eligibility qualifications.	Speed up payments to providers. We get cancellations and "No Shows" when we allow time and when these things occur, it's upsetting. Make sure DSHS recipients understand their need to honor their commitments and be appreciative of the benefits they are being provided with, when they apply and are given DSHS benefits.	Too costly - reimbursement rate too low.	Dental Services
		Payment.	Dental Services
Nothing.	Answer the phone. Know answers to questions asked.		Physical / Occupational / Speech Therapy
Very receptive and answers questions quickly.			Specialty Care
	Be available by phone to answer questions. Honor medical coupons when printed as no HMO or other insurance. Not take voucher deducts on OLD claims charged and paid in good faith.	DSHS is very difficult to work with if you are a specialist. Reimbursement too low. Coupons not honored as printed. Spend more time trying to get services paid then we are reimbursed.	Specialty Care
	DSHS needs to update their information - for instance: Joseph Pagkos hasn't been the Director since 1996 - you need to just send it to "Raymond Special Services" - Same address.	For Raymond only, Raymond School District - Special Services. Students need to be eligible to be billed on.	Other Services
	Accept standard approved ADA claim forms that all dental systems already produce!	Your compensation isn't worth filling out the form.	Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Mostly, except when it comes to your audit.	Faxing back on prior authorizations is not consistent. Sometimes fast, sometimes we don't know it has been authorized until we call.		Pharmacy
Providing postcards (re: updated on website).	Electronic eligibility, reporting system for client abuse and fraud, provider phone number that works.		Optometry
	Better phone communication, the hold time is too long.		Multiple Services
	Timely payment on claims, and some of your customer service people do not speak very good English.	16 and under.	Dental Services
I can never get through to find out.	Answer the phone - we can never get through. Send us our yearly handbooks to keep us up to date. Do not give patients coupons if they are on Molina Healthy Options.		Physical / Occupational / Speech Therapy
Take time to listen to problem and will research.	Hire more provider service reps, so as to cut down on wait time.		Specialty Care
Good information on website.	Less phone wait time, usually 30 minutes.	Low payment for services.	Multiple Services
It is hard to know since we can never get ahold of a real person.	Answer the phone.	Reimbursement does not cover our expenses. We can only afford to lose so much money seeing DSHS clients.	Primary Care
The authorization process with faxing is really nice now. Response time is a lot better.	Make the Spend down process a little easier.		Pharmacy
We cannot call you.	Make phone calls WORK.		Specialty Care
	Phone calls work. We cannot call you.		Services Not Specified
Payments are accurate and timely.	Make contact easier. Hold time on the phone is usually 20 to 45 minutes. On-line assistance may be helpful - if you have it, please let us know.		Multiple Services
	Be courteous and don't raise voice when explaining policy/rules. Your employees are too arrogant from phone rep to supervisory level.		Durable Medical Equipment

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They are helpful when you can get through to them - which is almost never.	Be more accessible - can never get through on the one phone line you have - long, long wait times.		Multiple Services
Checking on claim status, letting us know why claims are denied.	Answering phones quicker, the wait is too long - when patients are waiting, we need to check eligibility.		Optometry
Answers questions with a lot of information.	Easier to talk to someone without so much hold time.		Specialty Care
No problems.	No problems.	Need to pay my bills, I take 40% low reimbursement clients - currently full.	Multiple Services
I don't deal with DSHS very often. I have a specific contact person for my needs. So I am happy with the service I receive.	Have more people answering the phone. It always takes forever to get through on the provider line because it is always busy.		Specialty Care
Your website is great.	Website difficult to get around to look for answers.		Specialty Care
Prompt responses to faxes.	More phone assistance or have a way to leave message versus hang-up and call later. I don't feel I can call and get help.		Specialty Care
	More consistency in processing claims.	Occasionally...low reimbursement rates. If only one opening in schedule - may not choose DSHS client/patient.	Physical / Occupational / Speech Therapy
Prompt - consistent answers.			Physical / Occupational / Speech Therapy
Supplies needed information.	Get more help for phone calls. You have to sit on hold WAY TOO LONG. We are busy also.		Physical / Occupational / Speech Therapy
I feel as though I get NO help. Most are very confrontative.	Customer service needs to answer the phone.	Poor reimbursement, they usually don't show for their appointments and are disruptive in the waiting room.	Dental Services
Helpful answering questions, call back if needed, providing fax coupons.	Claims - we end up sending attachments 2, 3, 4 times before claim is paid, we get denials for no eligibility when patient is eligible, PIC number has been submitted right but we get denials saying it's wrong.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Your phone people (800-562-6188) are very helpful in most cases.	Less time waiting on hold.		Primary Care
Great lab work for eyewear.	PAY MORE! Reduce phone wait time for questions. Make eligibility easier to access.		Optometry
Not answering phone calls.	Answer phone calls. I have never been able to get through to representative.	Lack of reimbursement and difficult doctor relations.	Primary Care
Local Office is knowledgeable and helpful.	MAA, Olympia - Not lose paperwork, be quicker at responding to authority requests, train their employees better.		Durable Medical Equipment
Check on claims.	Be more easily accessible.		Optometry
	The phone system needs help. Process claims faster. Do not deny claims stating patient has a primary insurance when that insurance has been discontinued.		Multiple Services
They will reprocess claims they processed incorrectly - by request.	Scan claims correctly. More people in customer service (phones). Respond to ALL problems we fax in.		Multiple Services
	I am almost 100% of the time unable to get through on the phone, and if I do the wait time is ridiculous. Get a better phone system or more representatives to help answer calls.	Only because we are the only plastic surgeon in the area.	Specialty Care
N/A.	Not be put on hold for so long. Answer the questions being asked. Stop telling us to look things up in the manual. Stop taking personal stress out on people.		Optometry
N/A.	Do a workshop on-site for billing and admitting staff.		Multiple Services
	Get rid of [Name Redacted] .		Multiple Services
	When patient has told they have no insurance, we bill it to Patient. The patient then sends to DSHS. DSHS has, at times, treated our office staff like we did something wrong.		Lab / Radiology

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Answer phones a lot quicker and not be so short on the phone.	Reimbursement is so poor.	Primary Care
Forums and informational meetings.	Dear Admin letters and correspondence re: regs cc to DNS.		Multiple Services
They are courteous and very helpful.	The hold time in checking claims, it is a minimum of 45 minutes. Access to internet would be very HELPFUL.		Multiple Services
They are very helpful on phone.	The usual - phone system is frustrating.		Multiple Services
	Have less on hold wait time. Send us updated prior authorization codes instead of making us try and retrieve them off the internet.		Pharmacy
Providing information by e-mail.	Customer service on telephone and getting answers to us when problems or questions arise (i.e.: HIPAA related issues). Our office cannot access 270/271 inquiry due to passwords we were given do not work. We have called and e-mailed DSHS about the problem and no one seems to be able to help us???	We cannot afford to take on new DSHS patients due to low reimbursement from DSHS that does not cover the cost to treat that patient.	Dental Services
Ann Laurence has been helpful when I can't get anyone on the phone.	I can never get a human being on the phone @ (800) 562-6188.	Inability to get questions answered due to no one on the phones. LOW REIMBURSEMENTS, long time to process claims.	Specialty Care
	Better phone coverage.	Other gastro doctors in Spokane not taking DSHS patients. We had to limit.	Specialty Care
Nothing!!!	Have less wait on hold, no more hang-ups by automated system "we are busy, call back later". THAT IS RIDICULOUS!	Too much paperwork for very little reimbursement. Nobody can get through ON THE PHONE. TOTAL aggravation.	Specialty Care
They say they are helping.	Actually help, not just say it.	Only by PCP referral. They don't show for appointments and the pay is little.	Specialty Care
They don't treat me hurriedly once they answer the phone. Spend time and answer question. Provider accounts very helpful.	Responses to e-mail questions are vague and don't answer questions asked. Need department to better explain policies.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Very helpful in educating on how the billing system works and what I can do to improve.	Pay more.	We try to limit to children. They cannot change their family situation or circumstance. We do this in hopes as an adult they will understand how important dental health is.	Dental Services
?	Be more courteous when we inquire billing questions and codes, instead of saying look up in newsletter.		Primary Care
I like getting policy updates e-mailed to me.	Only send information pertinent to Dentistry.	Only Mom and the 3 y.o.a. and under because of lack of reimbursement and profitability.	Dental Services
Nothing, they are inconsistent with their promises to cover Chiropractic.	If they say they are going to cover Chiropractic services, they should follow through with those promises.		Specialty Care
Very helpful on the phone, when we can get a call in.	We would like to be able to verify eligibility ahead of time, instead of seeing a patient then having the claim denied due to ineligibility. The new claim filing (ACS EDI) is more complicated than the old SYSTEM. Takes more time!		Optometry
When reached, very helpful.	Have more phone lines. Too long of a wait to get referral or authorization for surgery.	No back cases or sprains referred to primary.	Specialty Care
Helping with claims that having been paid.	Injectables. Having trouble getting paid since NOC rule. Have received numerous times without payment.	Low reimbursement.	Multiple Services
They send surveys to improve! At least that's what we hope.	Hold time needs to improve. Once you get on the phone, they need to help you with more than one claim! Too many denied claims for our office. Too many patients coupons switched in middle of care.	Limits the number of commercial insurance patients we can see.	Specialty Care
Usually, when something is paid wrong and you can get through on the phone, they are helpful.	Instead of telling providers to call back when lines are busy, put us through to a voice message and you can call us back.		Other Services
I appreciate Medical pre-authorization.	Less things to pre-authorize.	Multiple denials, Hassles with prescription. Poor payment - nearly out of business.	Primary Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Are very helpful in answering questions and giving out information appropriately.	Shorter hold time on phone PLEASE!!!		Primary Care
Usually answering all questions with courtesy and directing us as to what we could do to get claims paid.	Perhaps set up a better way to get through the switchboard, especially when recording shuts us off - if the only time you can get put on hold, all the agents are not busy...so where are they?		Multiple Services
Nothing.	Keep track of paperwork that comes through. Having better system of how they work things would help out a great deal. You also need a staff with more knowledge of what they are doing (MAA in Olympia).		Durable Medical Equipment
DSHS pays most claims very quickly. That's always helpful for tracking claims.	DSHS could pay better attention when there is a primary insurance. I am always asked to bill primary even though I already have, I always include what they paid but it is ignored.	We see only children ages 10 and under. There is a high demand for kids in our area.	Dental Services
If you can reach a person, they are helpful.			Multiple Services
Nothing.	Have a phone system.	Low pay. Bad attitudes from patients. Poor customer service. We do the work for free, basically.	Primary Care
Have a shorter turnaround time on claims processing, and when you have one person to answer the phone they can't "hold" for 45 minutes to get helped.	Claim processors could read the claims more accurately, especially when the ABCD pre-authorization number is used on a claim.		Dental Services
	Be more easily available by phone!		Multiple Services
Not much. We are here to help people on Medicaid, and when we do we have problems getting what little we get paid.	Our ABCD program isn't working very good. Our D999 code keeps getting denied no matter how we send it. It takes too long to phone a inquiry, over 30 minutes.	Adults only. Because we are the only Dentist that takes Medicaid Adults, besides one other Dentist. We see all kids on Medicaid.	Dental Services
	PHONES!! When needing copy of RA we get the runaround or are told it takes 3-4 weeks.	Hassle and amount of reimbursement received.	Specialty Care
I don't feel like they rush me when I am checking claim status. Usually very helpful.	Extend hours to Monday through Friday, 8-5. Hold time on phone is UNACCEPTABLE for benefits/claims.		Durable Medical Equipment

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	We have to wait quite a bit to get to a customer service rep. on the phone.	So few dentist will take Medicaid that we would end up with too many, Medicaid has limited payments for treatment and patients come late or do not show up and need large amounts of work.	Dental Services
	When additional visits are authorized, claims should not be denied prior to verifying the approval for more visits.		Physical / Occupational / Speech Therapy
Respond promptly in a positive way. Never unfriendly or less than helpful.			Dental Services
Send copies of coupons (smiley face).	Not have to wait on hold for 27 minutes or more (sad face)!	18 and under due to above information*.	Multiple Services
With extreme denials, DSHS is usually very helpful in reprocessing claims.	The provider help line should be easier to connect with a DSHS employee. Hold time too long.		Specialty Care
	Put remittance on-line to view and print.		Multiple Services
The best thing DSHS could do for our office is to eliminate Healthy Options and return all claims back to DSHS.	Reduce the phone wait time!		Multiple Services
Local office is very helpful (Forks).			Specialty Care
Confirm eligibility, sort through 3rd party issues.	Cut down the time on "hold" when calling in.	Because of low reimbursement and because our practice is already 60% Medicare, many of whom have Medicaid as 2nd.	Multiple Services
	Phone hold times too long!		Multiple Services
	Cut down wait time to speak to a representative.		Physical / Occupational / Speech Therapy
Haven't had much reason to call, but when I have I receive professional help.			Specialty Care
	Provide a way to verify eligibility, provide and train reps (too long on hold, not knowledgeable.)		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Get more staff to answer eligibility questions. Patients don't always know like they should and we lose money because of it.	We should.	Multiple Services
It takes 30 to 45 minutes wait to get connected to customer service.	Pay claims faster and not keep asking for additional information to delay claims. Claim forms keep getting sent back because PIC number is too long for box.	Lose money.	Dental Services
Answers questions, helps you solve the problems you may have.	Not have such a long wait time for a rep.		Specialty Care
Knowledgeable staff always answers my questions.	Shorten hold time on phones. More agents to answer phones.		Specialty Care
	DSHS is not paying claims that are forwarded from Medicare electronically. I am referring to primary Medicare deductibles that DSHS needs to pay. I will be informing my state representative about this problem.		Specialty Care
	Let's be real here! It's next to impossible to reach DSHS by phone!!! Also, if DSHS says you'll research my question and will call me back - then CALL ME BACK!!!		Optometry
	Have more polite staff answering phones and less time on hold.		Physical / Occupational / Speech Therapy
Very polite and helpful on the phone.	Very hard to reach someone.	At this time, we see children only due to the amount we are reimbursed. Adult Medicaid fees do not cover our costs.	Dental Services
ABSOLUTELY NOTHING! They do everything possible to deny claims! Yesterday, we received a payment in error so I immediately issued a refund check to them with a copy of their own EOB and an explanation. They NEVER give us that courtesy. And I did not wait to see if they were going to catch their mistake and ask for a refund. We are honest and do not expect to keep money we have not earned. However, we do not get CREDIT FOR THAT, WE HAVE TO FIGHT FOR EVERY PAYMENT.		IF and WHEN we ever receive reimbursement it is so low it does not cover even a small portion of our expenses.	Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	It is very hard to get ahold of by phone...long wait.		Optometry
Nothing at all when we call for help or with questions.	Speed up authorizations, stop losing paperwork, be helpful when answering calls.		Durable Medical Equipment
Provider relations is courteous. HOLD time > 30 minutes, not acceptable. Answer PHONE.			Specialty Care
	Get more staff and when we send claims with secondary insurance, not to remove copy of E.O.B. Overall, hire more staff with experience.		Multiple Services
	Not have us on hold for SO long on the provider line.	We only provide emergency services because of low reimbursement.	Specialty Care
One out of two people help rebill when it was DSHS mistake - others tell me to rebill, even though not my error!!!	Get ahold of Molina and find out why they pay so well in a timely manner with very FEW mistakes!		Multiple Services
Usually are knowledgeable and give informative information.	Call wait times are TOO long!!!		Other Services
Patient when I'm looking for ID numbers.	They could let us know they understand and they are here to help in any way.		Primary Care
Really have had little contact with DSHS.	Better reimbursement, less paperwork, and more timely payments.	Reimbursement not adequate for care I provide. I can only bill 90862, when in fact I provide a lot of therapy.	Multiple Services
If they cannot answer my question they always ask a lead or the lead's supervisor.	Less time on hold.		Multiple Services
	More accessibility to customer service reps.		Primary Care
Find answers to claims questions.	On-hold times are way too long when calling about claims issues.		Optometry
	Answer the phone sooner.		Multiple Services
Trying to answer questions that I have.	Provide changes to our Agency in quicker method, i.e.. PAR changes, HCPCS changes.		Specialty Care
Make sure they answer all my questions.	Not be so busy.		Physical / Occupational / Speech Therapy

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Not much at this point.	Better response time in payments, past or present responses to letters written, by phone or written back.		Dental Services
Keep you on hold forever.	Pay claims in a timely manner. On-line claims research.	Rates of payment are so low our cost could not afford to stay in business if number got high.	Primary Care
They staff is good at explaining procedures and the correct way of billing something.	It's really hard to get in touch with the staff when there are questions on claims, etc.	They must be referred in by another physician because reimbursement is so low.	Specialty Care
Quick reimbursement on claims where Medicaid is the primary insurance.	Get another fax line, 95 % of time it is busy. Had experience where a child's file was "lost" twice and had to resubmit a letter of necessity for a wheelchair 3 times, as result it took 6 months for authorization. Be quicker on filling claims where Medicaid is a secondary insurance.		Physical / Occupational / Speech Therapy
	I was told by our lead tech. person at the Highline School District, that the modem needed for the WINSAP software (for billing) could easily be tapped into regarding security issues and he thought the Web ECS was as safe as the modem! Need more training for WINSAP.		Other Services
Please make it possible for your staff to make changes on our claims when there is a "problem" with the claim. It will save everybody a lot of time. Some are more helpful then others. Most would not offer any extra help.	To accept a fax of the HCFA or problems so that we do not have to submit another claim and start going through the whole system again. It would be most helpful if the DSHS staff can make the necessary changes on the claim that was a problem, be it electronic filing or paper.	Because we have a hard time getting paid!! And the pay is poor after fighting to get paid!	Primary Care
Processing of medical claims.	Must have more client representatives to answer phone calls. It takes 30 minutes or more before we can get hold of somebody to answer questions.	Doctor had reached his quota.	Primary Care
	More staff for phone lines.		Specialty Care
If I dial the 1-800 number, I am always waiting for so long that I hope you have an employee to answer the phone.			Durable Medical Equipment
Most of the time.			Primary Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Hard to say, never get through. Quick payments and usually accurate.	Seldom ever get through to talk to anyone. Lines always busy. Need more accessibility and an easier way to check eligibility.		Optometry
No, we are directed to a Memo #03-59 MAA for example regarding HCFA 1500 claim form billing requirements, which states NOT ALL REQUIRED FIELDS ARE REPRESENTED in example. So we rebill. Denied for more information, not enough. Call back again.	When claims processing procedures change, please give a FULL example of a CPT/HCPCS in claim sample form. Otherwise, partial information given is a great way to stall paying claims and having clinics limit members.		Specialty Care
Prompt payment (turnaround from date claim is transmitted).	Be more accessible when questions arise.	Restrictive reimbursement terms.	Pharmacy
	Hard to get ahold of! After being on hold forever! Then your phone system hangs up because everyone is busy!		Primary Care
By offering assistance with claim resolution information, staff has gotten better.	By not assuming everyone they contact is at their level, or knows as much as them. Some callers are new-be's.		Lab / Radiology
Staff tries, if you can ever get through to them.	Staff telephone lines adequately. Wait times intolerable.		Multiple Services
Always willing to look up ICN's and give them if available.	Not make us wait so long to get ahold of customer service.		Physical / Occupational / Speech Therapy
Send documentation to keep up with rules and regulations.	Give us more direct phone numbers of specific personnel to make correspondence easier and faster.		Dental Services
Nothing.	Everything.		Specialty Care
Answers our questions after 1/2 hour or more wait on hold.	Not keep us on hold for 1/2 hour or more at each call. And not disconnect us after we've waited a 1/2 hour and someone answers then puts us on hold to check on something.		Dental Services
Provide insurance information for primary company.	Have less of a hold time.		Specialty Care
	Answer the phones. Be helpful solving problems. Mostly being available.	We are forced to limit the number of patients due to low reimbursement! We would see more if we could afford to!	Primary Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
By e-mail only! Your phone system is horrible!	Open more phone lines so you can get through. Hire more representatives so you don't have to hold for 25 plus minutes!		Multiple Services
		Reimbursement.	Multiple Services
	Better telephone/customer service coverage at the provider relations center. About half the time I am told to call back later!		Physical / Occupational / Speech Therapy
		We can't afford to take on any new medicaid patients and still stay in practice!	Primary Care
Nothing.	Be available by fax machine or telephone. Better coordination when DSHS is 2nd after no Medicare patient.		Multiple Services
	We need a way to confirm coverage. I can't seem to get ahold of a representative for help.		Specialty Care
Most are very helpful.	I don't like the phone system that disconnects you if all lines are busy.	Reimbursement is very low.	Dental Services
Not much.	Pay on time! Your payments are long in coming and you send us silly updates without checks. You make mistakes but make us spend staff time fixing it. Your staff doesn't call back and you apparently have no payment schedule.	Because we, unlike you, must pay providers on time and cannot financially manage the large H/R balance.	Other Services
I'm not sure DSHS does anything to help Pharmacy providers. We seem to be the bottom of the food chain with DSHS.	Recognize the value of Pharmacy Providers! We provide the most cost-effective services with minimal reimbursement or recognition of that value.		Multiple Services
You can never get through to talk to someone. You have to hold for 45-60 minutes. Process claims in timely manner.	Get more people on the phones so you don't have to sit on hold for 45-60 minutes.		Emergency Services
	Stop sending updates/amendments out every time. It's a waste. If needed, send out quarterly or yearly.	Payment allotments don't cover our overhead.	Dental Services
	I always feel like I'm being talked down to when I call for questions, information, etc.		Dental Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
The representatives/staff try to give all the required information in order to get the claims processed. Thank you!	Hold time on VRU - ugh! Other than that, the staff is good!		Multiple Services
When finally reach a live person by phone, they are extremely helpful!	Answer phone calls in a more timely manner. Be more specific in how to properly fill out claim forms (i.e.. authorization code placement for Family Education). Pay claims in a more timely manner.	Service only ABCD patients. Paperwork involved, wait time for payment, amount of payment.	Dental Services
Nothing. DSHS requests records and we supply them. It is good that DSHS sends postage labels.	Quit sending more and more questionnaires and surveys in the name of "paperwork reduction act". Quit asking teachers what a child's disability is when there is no documented disability. What is THAT about? The teachers are guessing or speculating. Not exactly facts!		Physical / Occupational / Speech Therapy
Always has suggestion. Forward to one person to handle.	Less hold time.		Specialty Care
New to DSHS. Provider services are very helpful, once you get through to that department.	Shorter "hold" times on phone. Very time consuming process!		Specialty Care
I've been e-mailing questions of eligibility and claim status and I've gotten fairly quick responses.	In the e-mailing portion, allow for a date span, rather than 1 date. Sometimes the message section noting status for another date of service gets overlooked.	Allowable payments are not very high.	Multiple Services
I've had good conversations and received good help when I've called.	After the LONG wait to get through, I will say - I'd rather wait than be disconnected and have to call back.		Multiple Services
Open coupons are nice because we can see patients without a referral.	Make more phone customer service people available. The 30 minute wait time is TOO long to wait to verify eligibility.		Optometry
	Fax us coupons upon request on first time so we do not have to wait 2 - 7 days.		Optometry
The staff has been very helpful in pointing me in the right direction for the many new billing guidelines relating to HIPA changes.	We had trouble getting claims paid that were denied in error. Often I get a couple more denials before the claim is finally paid.	We are basically a closed practice. We do accept some new patients on a very limited basis.	Primary Care
Patient benefits.	Easier to get ahold of someone.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
When we do reach someone, they give accurate and helpful information.	I like the e-mail inquiry. I have had quick, good responses.	We see established adults and see children on a call basis, Mom and Me kids on a regular basis. Minimal reimbursements is our reason for limitations.	Dental Services
	Better communication between themselves and other agencies. Lots of wrong information.		Physical / Occupational / Speech Therapy
They will find answers if they don't know and get back to me.	Look closer before denials. We've called (1/2 hour on hold each time) and some were fine and just reprocessed.	We can only stay open supporting so many. A large number of our patients are DSHS and we are paid less than 1/2 of charges.	Multiple Services
The Smokey Point Financial Workers are very good about getting award letters to me. Betty Shack and Carol Graebener, are always helpful.			Other Services
Tough to have someone help us. Phone on your end not available. Automated phone hangs up on us. Tells us to call another time.	We need some assistance when client just received coupons and we need authorization to work on them, especially when they need emergent care.		Dental Services
Answer question in regards to claims and eligibility.	The 800 Number for providers is always very busy.		Physical / Occupational / Speech Therapy
	Too quick to send back a claim instead of looking it over to find needed information. Very long wait for phone contact.	The fees paid do not even cover costs of treatment (overhead costs) so every patient is costing us.	Dental Services
Transfer call for help from person to person till you are helped.	Call and arrange evaluation exams and get quote on fee to be paid.	Practice MD is about to retire.	Specialty Care
E-claims are working well. We get paid very promptly.	IMPOSSIBLE to talk to human being. Wait times up to 1/2 hour or more. On remittance report only last names and first initials given. Hard to find patients in our files.	Reimbursement is less than our costs. We simply can't afford to!	Multiple Services
NOT MUCH - You can't get phone help, and internet just keeps sending you in a loop of pages with no answers.	Allow us to speak to a human with phone numbers that work and people who answer - you can sometimes get voice mail, but NO ONE calls back. Also, NEW electronic billing system is REALLY bad, it needs major work.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
On-line question response.	Process claims faster. Not have so many "unique" rules like state codes.	Reimbursement rates.	Primary Care
Always friendly.	Pay us in a timely manner. There are ALWAYS problems with our claims. Huge waste of our time.	It's hard to get paid.	Multiple Services
Normally knows the answer.	Timeliness on phones.		Pharmacy
Electronic claim turnaround is good.	All aspects of customer service. Don't have the phone hang up on providers if busy. Hold time is ridiculous. Getting a CSR that has knowledge is tough.		Specialty Care
Processing electronic claims.	When we place a call to customer service we can wait up to 1/2 an hour on hold. Re: Winasap training - product out for almost a year, don't know what to do with it!		Specialty Care
The staff is very friendly and courteous, they are great about checking on claims and verifying information.	Hire more staff! When our office calls, we are on eternal hold (45 minutes to one hour sometimes).	Because we see such a large amount of patients on DSHS. The Doctor requires to see a variety of insurances.	Specialty Care
	Claim status on-line. More phone staff to shorten wait times.	Low reimbursement.	Specialty Care
Pharmacy authorizations.	Explanations of DME coverage - billing instructions.		Multiple Services
If I call the 360-725-1024 phone number, I get help... The toll free number never gets a response.	Better customer service - I understand there are budget limits and probably not enough reps to go around.	Because it is so difficult to deal with the billing and the reimbursement is so low.	Dental Services
When we talk they are very helpful.	Have more people answer phone. Minimum wait is 30 minutes.		Specialty Care
None.	Able to answer questions, instead of saying "I do not process claims" or saying "rebill again".	Poor payment, poor customer service, too long to get paid, and rebill too many times for same claim.	Specialty Care
Friendly, kind service and fast. If we have any problems they do everything they can to help us.	Nothing. They're great.		Optometry
Patient eligibility when patients forgets to bring coupon.	Do you have a web site to check eligibility and print eligible from the web site?		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Always friendly. They answer questions and fix mistakes promptly. I feel like we are working together for the welfare of the residents.			Specialty Care
	Make it easier and faster to connect to customer service.		Specialty Care
It has been helpful to have the ability to fax PA's.	Less hold time when we need to call DSHS.		Multiple Services
If you are able to hold for 30-45 minutes, service is good.	Be more accessible - easier to contact.		Physical / Occupational / Speech Therapy
A few customer representatives go out of their way to help.	Easy to get through to customer services.		Multiple Services
I feel the Office of Provider Services is excellent. My worker Laura Thomas is just polite and wonderful!	There is always room for improvement with anything.		Specialty Care
Helps to direct denied claims.		Emergency Dept.	Emergency Services
None.	Hold time is way too long and getting prior authorizations are never easy. Payments aren't consistent with fee schedule. Getting through to an operator is impossible most of the time.		Specialty Care
	Yes, have to wait on hold for 30-45 minutes to have claims questions answered, once you can even get through without automated system hanging up on you.	DSHS VERY difficult to work with. Once paid a provider never is certain it won't be taken back, even if it is after timely filing without insurance or coupon and shows straight DSHS. Too many more issues to list.	Specialty Care
Pharmacy authorization works well, as we paper bill and I have to get prior authorizations after fact. They are always pleasant and easy to work with.	Thank you for reducing hold time on provider line.		Multiple Services
I love being able to correspond via e-mail - it saves SO MUCH time on hold.	Reduce "hold times" when I do have to call.	Low reimbursement.	Primary Care
	Publish a list of CPT vs ICD 9 that are not going to be covered. And what Abn format should be used. I was told by DSHS that we cannot use the medicine ABN.		Physical / Occupational / Speech Therapy

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
When a claim is not on file under the correct PI, staff does good job in finding claims and supplying timely ICN numbers.	Less hold time on hold with provider relations.		Specialty Care
	Faster service on the phone. Not such a long wait period.		Primary Care
		Do not pay enough to make it worthwhile. No longer accepting new ones.	Dental Services
On the few occasions I have had to call, the customer service rep was so very nice and helpful.	Less waiting time on phone calls if possible.		Multiple Services
	Be courteous, offer solutions, don't assume that we aren't busy too.	You don't pay enough. Patients often don't show. Your support is not adequate. You spend too much time telling us claims are processing, but don't pay in a timely manner.	Dental Services
They are very helpful when you get to talk to someone - usually line is busy or on hold forever.	Process hand billed prescriptions, so we can get paid. Need better access to get P.A.R. etc. Prior authorizations, etc. are burdensome.		Pharmacy
Answer questions or direct us to the person who can.	More provider relations telephone lines, to get better response when calling in.	If reimbursement continues to drop we will be forced to close our doors this will have impact on Medicaid clients.	Pharmacy
I can call to get advice on what kind of equipment to provide and on what kind of documentation is needed.	DSHS is purchasing insurance for all Snohomish County clients. Some of those companies are NOT accepting new providers. We have been a DSHS provider for years and may have to send our patients away. These companies should NOT be able to deny us as providers. Can you help? Anyone with a current provider number should not be turned away.		Durable Medical Equipment
Other then customer service, everyone that I have spoken to goes the extra mile to not only fix my problem, but also looks to find resolution for the big picture.	Customer service could get a lot more training so they could actually help with problems.		Multiple Services
Some staff are helpful in handling cases that are not their own, just to help out.	Respond quickly to award letter requests and return calls timely.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Nice rep's.	Less hold time. Claim status via automated phone or on-line.		Other Services
	Hold times on phone up to 20+ minutes, when you can get through.	If we did it would be due to contract.	Specialty Care
	It would be nice if we could get through to a rep quicker (or at all). The afternoons are always busy on your end. Better education to patients (i.e.: bringing their cards and knowing Healthy Options).	Not taking new patients at this time.	Multiple Services
On-line bulletins are okay IF we get the card re.	Can NEVER get through on the phone. Please join one health port so we can verify eligibility!!!	Fee schedule, too many no shows by clients. We do Molina but NOT for DSHS rates.	Multiple Services
EOB communications.			Multiple Services
Accepts award letter after TAD is mailed to add on, looks up old claim numbers/RA's. Local HCS is also great!	Be more careful when processing TAD - frequent errors (i.e.. not carrying over share cost) - pays class 24 - pays when discharged.		Other Services
Answer my questions.			Specialty Care
Phone calls are always dealt with in a positive, friendly way.	Not have to wait on hold so long. Special line for physicians offices, not all of us are on-line.		Specialty Care
They will take the time to problem solve and refer me to memo's to help me out.	Not be so jumpy and let me talk.	Reimbursement and non-compliance.	Primary Care
Quick claims processing.			Primary Care
Prompt pay.	LONG wait on phone on hold! Requests EOB when sent already!		Physical / Occupational / Speech Therapy
	Come out and help explain/set up electronic billing, not coming out and explain NCFA's. I knew that!		Other Services
If I need to call with a question on an EOB they are always very nice and take time to find out why something was denied.	The only thing that would be nice is if I wasn't on hold so long before I talked to a person. You have the longest hold time out of all insurance companies.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They help us as best they can, they have good communications skills and when we're not sure what to do they give us good advice.	Throughout the whole day have phone lines more accessible to providers... We usually have to wait 45 min - 1 hour to speak with a representative or a machine letting us know to try again later.		Lab / Radiology
Less rejected claims recently.	Easier to reach customer service by phone. Codes change yearly - very confusing, especially if we need to resubmit a service, which happens often!	Other Dentists in these counties need to share some of the responsibility of seeing these clients - we see the majority in Kitsap County.	Dental Services
Wait times on phone are long.	Increase more timely phone response times - long waits on phone now.	Does not pay well - often DSHS fees do not cover our expenses.	Dental Services
I have two people, Mark and Norma who have given me their direct line so I can get right through. They make customer service a top priority.	Less time on hold. Before I got Mark and Norma's numbers the average wait was 40 minutes before I got someone.		Multiple Services
	Have more phone operators. It is very difficult to get through. They are probably the toughest insurance company to contact.		Physical / Occupational / Speech Therapy
	Help with claims, especially denied claims. Why does the provider have to fill out an adjustment request for DSHS errors? Why is the provider treated like they are always wrong? Extremely long hold time and/or inaccessible by phone.	We are considering limiting our WA Medicaid clients because of the poor claims service and "customer" service.	Physical / Occupational / Speech Therapy
They usually fax over coupons for patients who forgot them in a somewhat timely manner.	Understand that we don't like bothering them for coupons, but we can't always count on our patients bringing them.		Emergency Services
	I haven't finalized the filing process of claims through the WINASAP 2003 - some confusion.		Optometry
		Only 3 out of 5 doctors are on WA Medicaid and none are on any WA Medicaid Managed care plans (NO new OHP patients).	Multiple Services
Support people are reliable, but sometimes hard to get hold of.	DSHS needs to raise the amount of payment to (The IR) us providers. You only average 25% of how much we charge.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Coordination of benefits is great.	We need an easier way to check on inaccurate PIC numbers. We are institutional pharmacy and seldom see the coupons.		Pharmacy
Your professional relations people are generally nice, but they don't follow through on what they promise (i.e.: claims).	Don't bounce claims so easily, try to get the claim through without being so picky about small things (i.e.: Medicare - you have the copy of the Medicare EOB, but you'll bounce it if the Medicare EOB date isn't on box 32). Shorten wait time on hold. Pay what Medicare pays.	It is an act of charity to take a DSHS patient. Your reimbursement rates are UNACCEPTABLE. We lose money with each DSHS patient we see.	Specialty Care
		Low reimbursement fees.	Dental Services
	Need better phone service!!! We sit on hold too long to talk to a live person.	Reimbursement too low! Fees for fitting glasses are ridiculously low.	Optometry
		Very low payment fees. Doesn't pay for Doctor's time or supplies.	Dental Services
N/A.	N/A - Pay a better reimbursement rate.	The reimbursement rate is not good for what our doctor performs. At the time, we are a closed clinic although if a patient is severely compromised, we will see them.	Specialty Care
When we do finally get ahold of someone on the phone, they can usually get us the information that we need.	Let us know about changes in coverage's and fees. The waiting time on the phone is extremely long.		Dental Services
Very conscientious about the HIPAA laws. That's good.	Answer the phone when I call!	Keep a balance between Medicaid and regular patients.	Dental Services
Calls on questions with TAD instead of rejecting claim. Very helpful and appreciated.	Process hospice claims faster.		Other Services
	Be available to answer questions without having to wait for as long as I have.		Physical / Occupational / Speech Therapy
	Less wait time when contacting DSHS by telephone.	Dr. Lee is retiring Aug 2004. Will continue to service present DSHS clientele, no new patients.	Dental Services
Work well on DSHS Rural Health.	Just continue to support and inform us.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Solve claims problems - Olympia representatives Rita, Cheryl, Sandy, and Peggy all good. Call center to verify eligibility all good, hard working, etc.	Quicker payment, scanner sometimes garbles PIC numbers. We are frustrated with all the MI program cuts, but realize that is not your fault.		Specialty Care
	Be more informative as to how to collect for back visits and why they were denied.	Cannot afford to see these patients on the rate of pay we receive, not able to stay in business.	Multiple Services
Not much. Payments very slow. Hard to reach people who really are helpful.	It is virtually IMPOSSIBLE to get through to a real person.	We'll go out of business if we don't. Poor reimbursement for surgeries vs. liability issues.	Specialty Care
Love the e-mail when I need a question answered. Always get a response quickly.			Specialty Care
	Penalize patients who miss appointments somehow (in particular those that don't phone, cancel, re-schedule ahead of time).	Too few local providers, was inundated when initially opened doors. Reimbursement too low to allow entire practice to fill with DSHS.	Primary Care
EOB's are helpful and easy to read.		Even out insurance payers.	Specialty Care
Answers questions quickly.	I am very happy with the services.		Other Services
Very helpful, pleasant to work with. I feel very comfortable recommending them to new/or potential clients.	Get award letters out in a more timely manner.		Other Services
		The doctors in my area all stopped taking Medicaid, so I have been overwhelmed with very sick patients on 20 medications who expect me to call DSHS for permission for their meds. I couldn't go on like that, so now I limit Medicaid severely. Why not put me on a living salary?	Multiple Services
Staff is very knowledgeable and helpful.	Answer the phone! Don't leave callers routinely on hold for half an hour.		Physical / Occupational / Speech Therapy
Like EFT.	Put more responsibility on member. It is impossible to know all the names of every insurance plan, but the provider is held responsible for doing something "wrong".		Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Get more employees and more phone lines to reduce waiting time on the phone.		Multiple Services
	Be more accessible Your staff is great, if you can get through to them!		Multiple Services
	Have clients stay on same insurance throughout Maternity care. Keep same primary care provider.		Multiple Services
Helpful on phone inquires (re: claims and benefits).	KEEP local staff available for provider questions.		Specialty Care
	More customer service people. [Name Redacted] needs training on courtesy calls.		Specialty Care
N/A. We don't directly work with DSHS.			Physical / Occupational / Speech Therapy
The provider field reps are wonderful.	It still takes too long to get an answer on the provider help line - an automated line to check on claims would be very helpful.		Multiple Services
One phone call is all I have had to find out I did not receive the new billing procedures with all the changes.	Don't make it a 30 MINUTE wait for a human - that's too long. And you don't get issues resolved.	Because the fees do not begin to cover expenses involved.	Dental Services
Yes.		Does not pay for what doctor spends time with all patients.	Primary Care
No help.	DSHS could process claims quicker and stop wasting money sending "claims in process" notices every couple weeks.		Dental Services
	Respond in a timely manner to our e-mails.		Multiple Services
	Process claims timely. Answer e-mails timely.		Specialty Care
	Have a separate provider call phone number... I can hardly ever get a person to talk to.	Large amount of missed appointments.	Optometry
Helps checks benefits with complete detail in terms that we can understand.			Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Provider services rep's are very patient and courteous, even though they answer thousand of calls.	Make it easier to contact somebody on the provider line.		Multiple Services
	Make payments to providers similar to amount of (at least) Medicare.	Pay (at least), same scale as Medicare.	Multiple Services
Chris Nguyen has been very helpful.	The attitude of some of your providers relations phone lines have been abrupt and sometimes even rude.	We are a private practice and the need is so great in our area we limit to young children and SHCN.	Multiple Services
Answer questions.	Need to train H.O. companies when codes are changed. Need to get providers' billing updates quicker.		Other Services
Answers all questions completely, calls back promptly when necessary.	Hire more people so that the queue time was less.		Specialty Care
	Reimbursement rates are terrible, I would deny coverage for DSHS if I could.		Physical / Occupational / Speech Therapy
VERY LITTLE - Once in a while, I will get a helpful staff member.	Need better phone assistance - wait time is 30 minutes. Some staff members are rude. Billing is denied for the least little reasons.		Specialty Care
They have been very good at reprocessing certain claims.	I can't think of anything right now.		Specialty Care
	Pay something resembling market rates. Better case management.		Specialty Care
	It would be helpful if we did not get "code 095" on a routine eye exams on Medicare-DSHS covered patient, but get it paid without getting a denial from Medicare first. Routine eye exams are never Medicare covered. When calling DSHS about this, I am always told "Yes, we know this.", it would save a lot of time.		Multiple Services
	More availability in person on telephone.		Dental Services
Internet access to billing WFO's, updates, etc. EPA procedure, faxing for PA's.	Decrease wait times for prior authorizations. Eliminate the Spend down program.		Pharmacy

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Is very good to answer questions and help solve problems.	Find a way we can check on who is eligible for DSHS glasses.		Multiple Services
Authorizations.	Process claims quicker. Change codes at the same time Medicare does - too confusing. Upgradeable components should be allowed for better comfort and fit for every patient in need.		Durable Medical Equipment
They provide field outreach people to come and train, but to be honest they don't seem to be "up to date" on what the reps on the phone are telling us and the problems we face "trying" to get reimbursed.	Agree within your agency what is allowed and what is not. Either yes or no and make the memo's SIMPLE! With examples (like the real world) and BE CONSISTENT. I spend a lot of time and energy sending bills through that are denied. Increase the reimbursement so we as providers can continue to see these wonderful people.		Multiple Services
Provide patients with ID coupons which have accurate information. Most of the time, process tape transfer information from Medicare.	Make it possible to talk to someone about billing messes.		Specialty Care
	Waiting time is too long, up to 30 minutes.		Specialty Care
Need to change top banner of internet billing. Takes up too much ink.	Telephone wait is 30 minutes at least. Information is on-line only. Staff won't tell us status information. Your staff refers us to internet memo, which are long distance to call. We can't access them very well and information confusing when we do.		Multiple Services
Nothing.	More quicker phone support. Clearer details with billing problems.	You guys don't pay very good.	Specialty Care
Wish I could answer this, sorry.	Re: Claims, Phone wait is sometimes more than 25 minutes and many times 10-15 minutes!!! This is far too long to wait.		Physical / Occupational / Speech Therapy
Great!	Train patients in insurance issues (such as, Molina DSHS coupons) patients don't realize Molina is insurance not a coupon.	Down-sizing practice.	Primary Care
	Not bouncing claim back and forth between DSHS and HMO, then denying ultimately! Also, given up calling - on hold all the time!!!		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
When I can't get help anywhere else, I call our Provider Relations representative, Ann Lawrence. She is ALWAYS nice and does everything she can to help.	Have more people on the phones. We can be on hold for 1/2 hour to an hour. Waiting to be helped with questions that require help from a customer service rep.		Multiple Services
Sending patients' insurance status each month is very helpful.	Process 2nd insurance better. We always have to send information twice.	We are not taking new Medicaid patients, we cannot afford any more (low payment by the state).	Multiple Services
N/A.	Check on patients that are abusing the system and getting pain medication from numerous doctors. We notified DSHS about a patient and nothing was done, why??	We lose way too much money!! Example: the cost of flu vaccination this year was up so we lost money trying to protect everyone! and lost money. You should consider all supplies and the vaccine.	Multiple Services
Local office friendly but very late (2-3 weeks) with paperwork.	Paperwork is redundant and not necessary. Payments process is poor. Contacting DSHS employees in Olympia is voice mail without phone calls returned.	We had to close our clinic because we had too many Medicaid patients. Medicaid overhead too high, pay too low. Now: no PT/OT/ST for children in Yakima County.	Physical / Occupational / Speech Therapy
Any questions I have are always answered timely.	Inter department communications would be a great help.		Multiple Services
	Have educated and trained customer service personnel. Have a way to speak with a rep without holding for 30 or more minutes.		Specialty Care
Nothing.	Follow the CDT codes for all ages and seniors.		Services Not Specified
Prompt payment.	Can't get EDI Gateway to work with me on getting set up.		Emergency Services
Our department avoids calling DSHS unless absolutely necessary because of call wait-time.	Explain to patients their benefit in more detail and answer phones promptly.		Specialty Care
	Wait time - up to 30 minutes.		Primary Care
Nothing.	Answer the phone, the waiting time ridiculous.		Primary Care
	Some type of on-line site to see where progress is being made instead of bothering financial workers all the time.		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	We desperately need a way to verify eligibility/coverage. Not require MDC codes with J codes. More staff at call center.		Specialty Care
They are courteous and helpful. Unfortunately, the hold time is very long.	Provide more customer service help, so that wait time is cut down.		Primary Care
	Have more help available on the phone.		Specialty Care
Nothing.	N/A.		Specialty Care
	Answering the phones quicker.		Primary Care
	Work longer hours. Office closes too early.		Pharmacy
The staff has been great for at least the past several years.	If only the phone waits were not quite so long.		Optometry
	Direct phone lines.	Delayed payments.	Multiple Services
They give you the right information, they are patient and courteous.	The phone system should be improved so the system can handle more calls. DSHS should hire more personnel to help with the demand. Create a website to facilitate the process.		Physical / Occupational / Speech Therapy
	Target low-income communities for education about oral health care.		Dental Services
N/A.	Train people to better understand mental health billing (i.e.: codes for inpatient, outpatient, and that Healthy Options doesn't pay inpatient psych. claims), and don't lose attached EOB's.	Outpatient - yes, due to low reimbursement rates.	Other Services
Some of the reps are cooperative and helpful.	Train people to understand and recognize that Healthy Options fees does not pay inpatient psychiatry.	Hospital - no, but Outpatient - yes.	Multiple Services
Yes.	Claims could be faster. It takes 2 months to receive anything from claims we send.		Dental Services
	Overworked folks! Need to fix the phone system to not hang up on a providers office! What an awful system!!		Primary Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Explanation of benefits easy to understand. Prompt return of information.	More telephone staff to shorten wait times for providers office's checking eligibility.		Specialty Care
	I've been on hold most of the time for extended periods or voice mail says busy and hangs up. Trouble processing/reprocessing claims, has taken 6 months to reprocess a claim.		Physical / Occupational / Speech Therapy
	Provider meetings.		Multiple Services
When I have called, they have been good at answering questions.			Specialty Care
	Do phone appeals like MC, it saves everyone time.		Lab / Radiology
I do not call DSHS because hold time is too long, and it's not cost effective for what we are reimbursed.		Reimbursement is below our costs and is too slow in being received.	Multiple Services
Prompt and accurate payment.			Multiple Services
I cannot respond. I have never been able to get through to anyone on the Medicaid line. I have called and held on the line for hours, but never got through. I always have to call our provider rep.	Set up an automated phone line and on-line access to check eligibility and claim status.		Other Services
	Their departments should able to communicate (i.e.: I notified customer service that a patient does NOT have a primary insurance other than DSHS; they said I must notify another department).		Multiple Services
	Have it easier to get ahold of someone when you have questions in regards to claims. I've only been able to get through maybe twice in the past 6 months.		Physical / Occupational / Speech Therapy
	Wait time on phone inquiries is outrageously long.		Physical / Occupational / Speech Therapy
	Local office seems like they're slowing down, taking longer for application to process.		Physical / Occupational / Speech Therapy
They will check on multiple claims for you.	Have a provider website dedicated for claim status!!!		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Adding more customer reps, decreasing the wait time on the phone for providers.		Emergency Services
They know the answers to my questions.	DSHS could be more accessible by phone. I feel that I must dial at 7:59 or call during lunch to get through without extremely long wait. More educational workshops would be nice!		Multiple Services
Matt Ashton was recently extremely helpful via e-mail response and also phoning me.	Less hold time when phoning - Once I finally get through, don't limit my questions - after being on hold sometimes for 45-60 minutes, that's frustrating! [Name Redacted] is the worst!!!		Specialty Care
	Answer the telecenter quicker for providers.	To referrals only.	Specialty Care
Prompt weekly payment/voucher. Like the "claims in process" section on RA so we know you're working on it!	Shorter hold times when calling on claims!!! Most often I am on hold 30-45 minutes before I am helped by someone! RIDICULOUS!!!	So we can equally serve all types of insurances that our patients have.	Multiple Services
	Make patients more financially responsible for no shows and give them co pays. They seem to want, want, and want. Anything for FREE.	Very low reimbursement, Some Medicaid patients often no show or are late arrivals. they sometimes cost us money. Some have a "Don't care attitude".	Primary Care
Well (if I could get through to someone).	Answer the phone.		Other Services
Can't think of anything.	Answer your phones! Process claims timely!	Not worth our time. Reimbursement is not enough to cover our cost, and service is so BAD!	Primary Care
	Shorter turnaround time for authorization requests that have to be faxed to DME section.		Durable Medical Equipment
E-mail responses.	Shorter wait times on phone.		Physical / Occupational / Speech Therapy
I don't call very often, but when I do the DSHS staff is good at explaining and helping me. I'm sure they must get frustrated, but they don't show it.	Getting through. Sometimes it has taken me days to get through.		Physical / Occupational / Speech Therapy
Good information.	Shorter phone wait.		Primary Care
Nothing.	Call us and talk to us about bills.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Coordinates billing and Medicare Part B.	Have contact people to clarify billing problems that are easily accessible.		Specialty Care
		No limit on OB. Limit on GYN, as reimbursement so low.	Specialty Care
They return faxes promptly.			Pharmacy
Don't always answer e-mail contacts.	Keep me up-to-date on applications.	Because we are a CCRC we must take any of our own residents who need NH care. We rarely have room for admits for outside of our own CCRC community.	Multiple Services
	Make dental payments within 30 days.	You pay badly and not timely.	Dental Services
They do nothing to resolve nicely.	Even when medical visits are billed correctly your edits or "cross over forms" make it impossible to get visits paid with the NATIONAL STANDARD 1500 FORM.		Specialty Care
Questions are answered and problems solved - once you can talk to someone.	Have shorter waiting time (on hold) to talk to someone!		Pharmacy
Communications via website.	Improve clean claim turnaround time.	Low reimbursement would put us out of business.	Specialty Care
They are extremely helpful with all types of questions.	A way to check eligibility on-line!		Durable Medical Equipment
Helps identify patients and the programs they are on.	Pay the 20% allowed by Medicare on Medicaid patients.	Low reimbursement for services.	Primary Care
Willing to answer questions and research if necessary.	Nothing.		Specialty Care
Most customer service reps are very helpful and willing to go the extra mile to get problems resolved.	Get more customer service reps so the answer rate time is not 45 minutes.		Multiple Services
Tough to say!	It is always difficult to get through on the provider line. It is the same degree of difficulty to get "knowledgeable" answers or information.		Optometry
When I write notes on hand bills and ask for help, someone always calls me, I appreciate that!	Less time holding on the telephone.		Pharmacy

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Phone system.		Physical / Occupational / Speech Therapy
Even though the wait is long to get through, staff are always willing to take the time necessary to help with the problem.	Reprocess claims without having to rebill!		Specialty Care
Not much.	Answer the phone promptly.	Because they don't pay us enough.	Dental Services
Case workers respond promptly and are usually very helpful.	Constant changes to share of cost are confusing to patients and families. Set an amount for the year and stick with it.	We are paid more for Medicare and private pay residents. Medicaid doesn't pay enough.	Specialty Care
Thoughtful, personable, helpful staff!			Optometry
	Quit trying to establish prescription channels to Canada. Keep the business in the U.S., support local pharmacies instead of just mail order. Allow ANY prescriber to justify ANY PPI based on failure of previous meds and continued medical problem and do not go to bed under the table with the prilosec OTC people.		Pharmacy
Once I get a person on the line, they answer my questions thoroughly.	Have a direct provider line so that when I call I talk to a person not a phone maze.		Physical / Occupational / Speech Therapy
	Make hold times on telephone less long. If primary is a Medicare supplement not need a denial to get hearing aids.		Other Services
I do most of my work with DSHS on the phone - The people are always very nice.	It would really help if DSHS was faster access on telephone.	We do not limit our Medicaid patients, but I feel there are a lot of patients on Medicaid that shouldn't be.	Optometry
Gives us accurate information, when we can finally reach them.	Not have such a long phone wait.		Specialty Care
Provides information on patient ID - parents forget, haven't received, etc.	Shorten the wait time on calls!	No one else takes Medicaid regularly, and we need to maintain room for other patients and balance financially.	Specialty Care
Provider reps are most helpful. Can never get through on provider claims phones - always busy or very long hold times.	Pay closer attention to modifiers, attached reports and SSI recoupments.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
The staff requesting DPE and record copies are always nice and helpful. Claim rep's are courteous and helpful.	Becoming a new provider is a nightmare. It has been 4 months since I turned in a creditation package and still nothing.	Low reimbursement. We can't afford to keep afloat at your low reimbursement level.	Multiple Services
Always nice on the phone.	The customer service for claims line is terrible! A 30 minute wait time is unacceptable. Also, to hang up when all lines are busy. Need to deal better with incoming calls.		Specialty Care
	Phones! Besides DSHS, I have never had a phone system have me on hold for a long time, and then hang up on me "Please call back later!", you MUST staff phones better (Learn from Melina).		Primary Care
Little or nothing - many inquiries go unanswered, just ignored. Promptly pay claims.	Set up a Dental hotline to quickly resolve any problems. Staffed by someone with a strong dental background and a "Can Do" attitude, and willing to serve.	DSHS is running many good providers out of the program - as if to satisfy the Governor and get around the Legislature?	Dental Services
Only Arleen Leonard in adjustments has ever been helpful, her recomp procedure is very efficient.	Correct PIC if it is an obvious type-o, answer phone sooner, sometimes the wait is over 1/2 hour, process XO claims faster time frame too short.		Primary Care
They do when you can get ahold of them. The phone waits are too long. We just give up and don't call.	Postcard updates confusing. I don't want a card of physicians or pharmacists. Should be specialty. Website is confusing. Cannot go there and quickly find updates that I need. This could be much more user-friendly.	Must maintain private pay clients to be profitable. Could not operate on Medicaid compensation, too low.	Dental Services
We appreciate your weekly reports, including the section that lets us know which claims are "in process".	Until the last telephone call I made to you, I would have said your telephone help people were MOSTLY rude, with the OCCASIONAL exception. (The last agent was exceptionally helpful and polite). Other insurance companies make minor changes in codes to facilitate a reduction in paperwork (i.e.. see enclosed RA). They would have changed our D1203's to D1204's, thus saving your office AND ours handling time.	Our accountant has given us a cut off % over which we could not stay financially healthy.	Multiple Services
Provides training when asked. Which this billing department needs here at Sea Mar BADLY!!! Please have someone contact us. Phone wait time needs work. Way too long!!!	We need a designated person to work with our staff. Both Spanish speaking and English.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
DSHS answers and provides information we need.	Waiting time too long. Need additional staff members.		Primary Care
I have only one woman in your whole system that I can actually reach that has either given me the answer, the correct answer, or fixes the problem herself on the spot.	I have received 4 different answers and been reprimanded by DSHS for doing what members of your staff have instructed. There is a problem there.	We can only write off 50-70% of our fees on a certain number of our patients and still stay solvent. It's basic bookkeeping.	Dental Services
I have had some success on-line getting errors in claims processing reprocessed.	Answer the phone, I can seldom get to talk to anyone. Use #10 envelopes (those large ones are costly and not necessary.)		Physical / Occupational / Speech Therapy
They have always answered my questions with patience and never make me feel like I am not worth their time.	The authorization dept. could be a little more accessible and a little quicker in making decisions. Especially on partials and complete dentures.	It is difficult to pay our expenses with the reimbursement we receive. We work very hard with very difficult patient population, and it seems that the fee allowances are not reciprocal to that.	Multiple Services
	Hire detectives to get those who lie to benefit from the welfare system and make them pay back. We don't like seeing people driving brand new cars on welfare, when we work hard and can't afford those brand new vehicles.	Since our Doctor is the only one in the area, if we don't limit the number of patients we see, no private pay or insurance would be seen.	Dental Services
	Services are rejected for odd reasons, child prophys or children under 10 are rejected as being not age appropriate service. We just write it off - not enough money to bother resubmitting.	Low reimbursement for services.	Dental Services
Can never get through to talk to a staff member.	It is IMPOSSIBLE to get through on your phone lines. 1/2 hour + wait is UNACCEPTABLE!		Dental Services
	Have automated system, like Medicare has, for checking claim status.		Durable Medical Equipment
	Pay claims in a more timely manner. Allow patients increased availability to expedite COPES services. Consider Hospice patients same rights as hospital patients, because both are under physicians supervised care.		Specialty Care
	Can never get through on phone to speak to anyone. Separate phone number for providers; questions.		Optometry

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Sometimes.	Not put me on hold forever.		Multiple Services
Answers the questions that I ask when I call regarding claims.	Easier access to get ahold of customer service.		Specialty Care
Bulletin, memo.	Problem with managed care system and also with new billing software.		Specialty Care
	Phone calls are rarely answered. Hard to get hold of. Fax service resubmission of dental claims?? CDT codes - uniform with dental community.	We have too many DSHS patients, including children's home society residents.	Multiple Services
I have found they have been able to locate claims in the system and in a timely manner.	More people on phones, not such a long wait if at all to speak to a claims rep. On-line claims information.		Multiple Services
Rita Honk - wonderful lady. Very nice, VERY helpful.	Coupons and eligible months coupon says one thing and then it is denied because they have something else. Providers are in a bind, we have only the coupon information to trust (call if you want explanation: [identifying data redacted]).		Specialty Care
Answers/helps resolve what's needed to rebill and receive payment.	Employ more staff to answer phones. Waits are absolutely ridiculous!!	Reimbursement poor. Sometimes compliance is poor.	Specialty Care
	Use CDT codes, not your own private codes. Not put on hold forever when trying to reach you. Raise reimbursement levels. Make it more TEMPORARY for people to stay on DSHS.	Reimbursement too low. Different codes, different rules. High no-show rate. Usually need a ton of work.	Specialty Care
Hard to say. Can't really think of anything right now.	Reduce time on hold, usually 20-40 minutes. We have real problems with how DSHS handles Med buybacks after 2 year. You shouldn't be able to do it.		Physical / Occupational / Speech Therapy
Sometimes can get through to someone who will go above and beyond normal to resolve a problem.	Make it easier to talk to a real human and get through when we call.		Physical / Occupational / Speech Therapy
	Shorter wait time on the phone, explanation on denied claims more defined.	Fees are too low for services rendered. Also, "Many" times patient does not show up for appointments.	Multiple Services
Fax authorization works well.	It would be nice to talk to a person without the LONG wait times.		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Pay better.		Physical / Occupational / Speech Therapy
If have a subject they aren't familiar with - they have gone to great lengths to get me an answer.	Have more lines - sometimes on hold for 1/2 hours waiting for someone to pick up.		Specialty Care
Knowledgeable staff.	More phone lines. Increase fee schedule.	Fee schedule is way too low.	Specialty Care
Majority of claims processed in a timely manner.	More phone people to cut down the wait time. A self-service function would help.		Multiple Services
	Have less wait time on provider line.	Providers heavy with DSHS clients will limit panel, other providers are open.	Multiple Services
	Not change patients from open coupon to Healthy Options in middle of pregnancy. Process sterilization consents differently. Why does everyone need to send consent? Big waste of paper. Decrease hold time. Be courteous. Use same coding method as other carriers.		Specialty Care
Answer questions.	Better provider help line.		Physical / Occupational / Speech Therapy
Once you get to a person they are helpful.	Answer the phone!!! Waiting time for 20-30 minutes to actually get through to a human is unacceptable.		Physical / Occupational / Speech Therapy
	Provider meetings.		Specialty Care
	More rep meetings with provider official.		Specialty Care
The people whom I speak on the phone with have given me very helpful information.	It's pretty good now.		Dental Services
	Provider meeting for updates.		Specialty Care
	Answer phones quicker, sometimes wait 15-20 minutes, usually do not answer at all, line is disconnected.		ARNP Services
	Answer billing questions with solutions to provide payment.	Does not cover cost to provide service.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	I need working numbers, they are always disconnected.	Because 99% of the time they are RUDE! Always wanting something for nothing.	Other Services
Answers are very helpful.	Cut phone hold time.		Pharmacy
They have always been able to answer my questions.	I wish the reauthorizations didn't take so long.	Sometimes we do slow down how many Medicaid clients we accept because we get too overwhelmed.	Dental Services
They explain the benefits.	Less waiting time on hold!!!		Pharmacy
Their winaseap people are very helpful.	Have a claims system with more reps so you can get through to someone without waiting two hours.		Dental Services
Direct deposits, easy to read explanations of benefits.	After holding for over a 1/2 hour, they are helpful - BECOME MORE ACCESSIBLE - Web access to claims, etc.		Physical / Occupational / Speech Therapy
Issue billing instructions.	Faster pre-determinations. Less wait time - telephone. Provide clients information of what to expect is covered.	Loss of production and collection per client vs non Medicaid client.	Dental Services
	Provider meetings.		Specialty Care
When we do get through, they answer all questions very efficiently. If there is a question that must be researched, they complete the research quickly and call back to answer the question.	Have a provider line where we can get help easier (cut wait times or allow us to get through).		Durable Medical Equipment
Olin Cantrell is very helpful.	Not have to be on hold so long waiting for customer service to answer the phone, I'm usually on hold 20 minutes.	Low profit made on hearing aids.	Durable Medical Equipment
Payments in a timely manner. Good effort to keep us informed as to changes. Offer help for trouble areas.	Getting through to a body on the phone can take way too long. Time to make progress adjustments takes an excessive amount of time, ACS - POOR PIPE LINE FOR ELECTRONIC BILLING.		Multiple Services
Provider updates.			Physical / Occupational / Speech Therapy

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Courteous when I call for information on patients at the 1-800 provider number.	More knowledgeable consultants for dental authorization.		Dental Services
Verify eligibility and questions on processing.	Quarterly calls/visits from a rep to review our accounts and billing to be sure we are kept advised of changes.	Try to give kids a good start on their care. Such a high demand and fees are low.	Dental Services
Nothing really to mention.	Answer phones (more staff to accommodate phone volume). Less wait time on hold if you get through. Re-examine current payment fees compared to current supplies, out of dentist pocket expenses, etc.	High occurrence of patient no-show, does not follow through with treatment. Low compensation vs. supply cost. Next to impossible to get through on phone for insurance information, etc. Slower claim processing.	Primary Care
All the approvals are coming much faster now, it helps a lot. Bruce Card is very fast and friendly when you talk to him in Authorization Department.	Having someone answer the phone faster than 45 minutes would be great. As a business you don't have 45 minutes to waste on the phone for someone to talk to you.		Specialty Care
	Be treated with respect. Sometimes your people act like it is a bother to answer questions. Sometimes they are alright. It seems to take a very long time to receive our money after work is completed.		Dental Services
Both provider relations and eligibility/claims staff are very helpful.	Automated eligibility and claim status phone line. Increased reimbursement for ambulance. As a 911 provider, we have to transport everyone. We can't limit our number of DSHS patients.		Other Services
Payment for electronic claims are processed quickly.	Put more people available to answer phone calls. Respond to e-mails within one day (not one week). Process paper claims more quickly.		Multiple Services
Always keeps you updated. When directed to a specific person, always treated nicely to solve problem at hand.	Customer service line - more pleasant people to help you. New electronic billing system not working well.		Dental Services
Typically, as a provider I can rarely get through to speak with a rep (line busy), so I don't have much experience.	Have more lines open for provider calls!!!	We have a large number of active families, we are not taking new clients other than ABCD kids.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Authorization contact person is helpful when no one else is.	Not lose claims so have to send in same claim three times and you can't find your own codes for procedures.	Reimbursement is less than it costs me to provide the services. You would not work for them either if they paid you less than it cost in gas to get to work and nothing after you got there!	Multiple Services
	More phone lines.		Primary Care
I think they try to help within their knowledge base, but many times their knowledge base is not enough.	Become more knowledgeable regarding tribal structure and details, can't always get through to them.		Multiple Services
WHEN you can get ahold of a live person, it usually means a quick resolution to the problem.	The Provider help line has an ungodly wait time or you get a recording to call back later and they hang up! Sometime you need a live person NOW.		Multiple Services
	Return phone calls within 48 hours, contact list with hierarchy so that appropriate contact can be made, pay in timely manner (90 days), system changes require training and samples and system compatibility.		Other Services
Authorization department is always prompt to return calls - always very helpful.	A phone line that doesn't take so long. Everyone follow same guides, answers always depend on who you talk to.		Dental Services
	Faster processing of CNP emergent applications.		Specialty Care
		Non-compliant patient population. Poor reimbursement.	Specialty Care
	Paperwork reduction act, lots of duplications.		Multiple Services
	Get phone lines that get answered - often have to wait 20 minutes or longer - or just get disconnected.	Reimbursement is below our expenditures - we believe poor people should have treatment but we also have to look at the bottom line, unfortunately.	Primary Care
They help us understand the EOB's and also give direction to correct and reprocess our claims.	The wait time is to long.		Physical / Occupational / Speech Therapy
We really don't have much contact with DSHS except for billing status.	They are already helpful when I have any billing questions. BUT when it comes to local DSHS office try to talk to someone is another story. Return calls not often returned.	Constant no-show.	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	It's usually about a 30-40 minute wait to even get someone to talk to, so it needs to be quicker. Answer billing questions better as far as codes - DMG never gets paid?		Physical / Occupational / Speech Therapy
Remittance and status reports.	Answer the phone.		Physical / Occupational / Speech Therapy
Very pleasant and courteous.	It is nearly impossible to get through on the phones.		Specialty Care
Nothing.	Listen, assist, go above and beyond the customer service role.		Multiple Services
Cross trained in all aspects.	Have more help to answer phones. We have an extremely hard time getting someone on the phone.		Multiple Services
Medicare assigned our crossover claims to a dummy number, you customer service reps were great to issue an "ICN" so claims could finish processing. Also, very good with eligibility and general questions.	Pay more on claims.		Specialty Care
	Pay claims quicker.	We aren't accepting new patients on coupons because of the low fees we receive for our services.	Dental Services
When there is an error on a billing, they will research to find problem.	Just continue to keep their good customer service.		Multiple Services
Always helpful or willing to find out if they don't know!	More phone lines.		Multiple Services
	Not be so "picky" on having a perfect claim. Reduce wait time on the phone.	We do not see adults unless emergency. Low reimbursement rates.	Specialty Care
When I do have a question, customer service always has an answer or will get the supervisor to confirm.	I have always had good luck when I have had to call.		Specialty Care
	Be easier to get through on the phone.	DSHS doesn't pay for all services.	Dental Services
Not a lot.	Be courteous. Get better phone customer service.		Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Answer the phone quicker!		Optometry
We have a customer service contact within DSHS (George Wagner) that is very helpful to us. Everyone else has not been.	Provide us a phone number with little hold time and courteous staff to check claim status and eligibility.	DSHS is too hard to deal with most of the time with eligibility being monthly and getting claims paid.	Specialty Care
	Have universal vision codes.		Optometry
We rarely have personal contact with DSHS, except for ABCD Program, and they are very helpful.		Low reimbursement.	Dental Services
Very helpful with any information needed.	Hire more Case Managers, so that applications get processed more quickly.		Multiple Services
	When you get a rep, I appreciate that if they don't know the answer, they put me on hold or call me back with a CORRECT answer, not just a guess. Get more reps so that holding time isn't 20-30 minutes long, or get auto line for eligibility and claim status.	Much less money comes from Medicaid than other insurances.	Specialty Care
Not that much, but all in all, you still are very very helpful to us - thanks!	Hope you can help us on our calls by not putting us on hold for like half an hour and hope you can add the check number on the EOB pages...Please!!!		Specialty Care
Have a 1-800 number to call when I have a problem.	When calling and finding out that it is their mistake...fix it. Give me more detailed reasons that claim is denied.	The amount paid is not enough to cover overhead for the office, let alone have a profit to live on.	Specialty Care
	Answer phone with less wait time, discuss more claims at a time.	Reimbursement too limited - I pay to treat patients as reimbursement does not cover my costs.	Optometry
Give information on claims and authorizations.	Not be put on hold forever.		Specialty Care
	Wait time on phone is too long, a busy office doesn't have 1/2 hour to wait on the phone.		Primary Care
Answer all questions when I call.	Electronic billing for SNF's.		Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
I am sorry to say, I cannot think of anything DSHS does well. On the occasions I have had to call for help, I have been very disappointed in the service provided.	Provide contact names and telephone numbers of individuals who can answer questions on billing procedures and/or help work one through a denied bill. Not be passed from person to person.		Physical / Occupational / Speech Therapy
	Have more staff so we don't have to spend 1/2 hour on hold when we call.		Multiple Services
If there's an odd billing problem, they will investigate it and call me back.	Hire more staff so the wait time isn't 30 minutes.		Specialty Care
The recent change to ADA codes has been extremely helpful.	Speed up call times - on hold TOO long. Process claims quicker.	Especially adults - reimbursement too low.	Dental Services
Fax back system is pretty efficient on PA numbers, etc.	Can't get through to a person if you need to.		Pharmacy
ABCD program.		No dental coverage.	Dental Services
Nothing.	Pay the doctors more money!	We don't see them anymore except when on call at hospital. Then we have to! We get nothing.	Specialty Care
Helps me correct my errors to get bills paid.		Some, reimbursement.	Multiple Services
	One step would be to cut down on the length of time it takes to get through to customer service. WAY TOO LONG. More DSHS staff training.		Other Services
	I never call. It takes too long to get ahold of someone.	The huge write-off we must take to see DSHS patients limits the amount we can afford to see.	Dental Services
Prompt payment.	More provider phone lines!		Specialty Care
Claim status.	Less hold time!		Multiple Services
Appreciate access to the field representatives for urgent information and eligibility.	Provide and keep easy phone access so we can check on claim and patient status. Also a way to FAX in claims. We have no internet service.	No new patients. Cannot afford. We are providing endo. therapy to our existing patients at no cost. Most payment for benefits are less than 1/2 of our usual charges and we have low fees.	Dental Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
We appreciate the on-site visits.	The phone situation. When we get the message all lines are busy please call back.		Specialty Care
	Cut down on phone "hold" time.	Dollar amount to adjust off is high.	Dental Services
I have come across a few helpful people. Most are courteous, but not always helpful.	Pay claims faster. Stop denial of claims that have been billed correctly (several time). Faster service when calling.	Small reimbursement, slow turnaround, and denial for claims submitted correctly.	Dental Services
Don't know. You can never get ahold of anyone to help you.	Hire more people, so you can pay attention to claims better and have people there to help you.		Specialty Care
We are usually unable to reach a live person for help at the time we need it.	Inform clients of their eligibility and make it easier for us to establish if they have other coverage.		Multiple Services
	Takes too long to get information on prior authorizations or emergency problems.		Pharmacy
Not when reporting welfare abuse.	When you report someone who is abusing the system to believe you.		Multiple Services
Information on-line is excellent.	We know you are busy too - but the hold time on the phone is very extensive. Also, new reps give us inaccurate information, which results in hours of correcting errors at times.		Multiple Services
Very helpful and seems to be thorough when looking into situations.	Pay claims in a timely manner. Answer phones within 30-40 minutes. Follow up with customer when looking into a situation.		Dental Services
Have helped me numerous times getting Healthy Option information on patients who don't have insurance card with them.			Specialty Care
	Some of the operators need an attitude adjustment.		Multiple Services
Helps me understand billing procedures and problem claims.			Multiple Services
Give me their name so I can contact them again.	Hold too long on phone. More reps?		Specialty Care
Return calls and e-mails.	Return more calls or be able to get through the system to talk with the department.	Economics - Reimbursement too low to cover costs of practice.	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
On-line billing is great!	The hold time is TOO long.		Optometry
Not much.	Answer the phones!		Specialty Care
	Cut wait time on phone.		Physical / Occupational / Speech Therapy
Nothing. It is a constant struggle, and I cannot ever get a return phone call.	Answer the phone.	Reimbursement is so low and DSHS is difficult to deal with.	Dental Services
Reprocessing when it's a DSHS mistake.	Provide separate eligibility telephone line.		Durable Medical Equipment
Help on phone when we have denied claims.	Help patients keep same insurance and PCP instead of switching every few months. OB patient keep same insurance coverage throughout whole pregnancy.		Multiple Services
	Be easier to get someone on the phone.	Reimbursement is less than half of charged fee.	Primary Care
	More CSR's so wait time isn't so long.		Optometry
Helpful assistance about drug coverage, authorization.			Pharmacy
You have a great Provider Relations field representative. Rita Honc is the best ever.	Things have been good.		Multiple Services
Great response to e-mail questions.	Answering the phones - on hold too long or disconnected.		Durable Medical Equipment
	Let persons know who is a provider so we don't have to answer 2-6 random calls per day asking if we accept DSHS.	Only ABCD program.	Dental Services
N/A.	Better phone access to answer questions by sending specialty program changes by MAIL! (example: Dental program changed).	By geographic location and age because of the high demand and poor reimbursement for adults.	Dental Services
Pay claims in a timely manner. Postcard notifications of changes in policy and procedure received prior to effective date.	Make sure before enrolling in a Healthy Options plan there is no private-pay insurance. Local offices more aware of what Rx's and supplies ARE covered.		Multiple Services

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Answer all T-19/case management related questions. The guru of T-19's is MaryAnn M., she is wonderful.	With the HIPPA A compliance, I have called and left numerous messages with only one return call. I feel that DSHS was and is unprepared to go on HIPPA A.		Specialty Care
	Your telephone people need to be more COURTEOUS!!! Providers ask questions to get answers, not because we already know the answers!		Multiple Services
Absolutely nothing.	Answer the phones. Pay bills in a timely manner.		Specialty Care
Once you get ahold of someone they try to help as much as possible. I call for claim questions.	Answer the phones without having to wait 30 minutes to an hour.	We see primarily children, yet we do see some adults, reason being is reimbursement is very low.	Dental Services
They make you feel like an individual.	Can't think of any.		Specialty Care
Answer as many questions as I have at one time.	Hold time is too long!	Reimbursement is so low that we are losing money.	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	<p>I have had a few situations in the recent past that I would like to bring to your attention. #1. When I began in early 2003, I had claims from DSHS being denied because we were billing with the wrong patients ID#. When I looked into this I found that it was with patients who had a last name that was less then 5 letters. At that time, in place of the 5th letter we were placing a space and then the tie-breaker letter. These claims were being denied. We then began placing a dash in its place and finally the claims were paid. Now all of a sudden the claims are being denied again. I spoke with someone today who informed me that no dash is to used in the last name portion, we must leave a space instead. We will amend once again how we submit these numbers, but I would like to state that it feels as though we are told to bill one way and then just when everything is going smoothly it abruptly changes. It seems as though this is done to avoid payment of claims and cause frustration to providers. #2. I had a claim that had been paid on incorrectly from January 2003. When I spoke with someone at DSHS, I was assured that they realized this was processed wrong and she had spoken with someone else who was going to reprocess. This claim then showed up on all of our EOBs as "In Process" for a period of months. Magically, just as the claim had aged to over 1 year, the claim was denied. Now the claim is too old to rebill. I can't help but feel that this was deliberate and done to again avoid payment.</p>	<p>The above are a couple of reasons why providers want to limit the number of DSHS patients they see and/or not accept DSHS at all. For an insurance company that reimburses providers very little, a little care needs to be taken to keep these providers happy so that they will continue providing a service to these patients. Reimbursement for time spent with patient is far less than reimbursement from private insurance.</p>	Optometry
Exhaust all their resources in order to find helpful answer. Try their best to help with any questions.	Would like to see an automated line for claim status questions and eligibility.		Durable Medical Equipment
I once received a phone call from a claims associate, questioning the claim format. It was corrected over the phone. This saved time and money. Thank you.			Multiple Services
Nothing. Can never reach them on the phone.	Always busy or too long a wait. The 2 times I did get through, I received information regarding billing! DSHS as 2nd to Medicare. Non crossover. STILL can't get those claims paid.	Payment is SO POOR and takes WAY TOO long.	Specialty Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Yes, always.	Increase staff to decrease wait time.		Primary Care
	Modify codes to appropriate age group if not billed correctly.	Age 15 and under. Due to low fee reimbursement.	Dental Services
Most of our contacts are through Supt. of Public Instruction.	As above [Most of our contacts are through Supt. Of Public Instruction).		Specialty Care
Do well in answering/explaining patients' benefits to providers.	Eliminate long waiting when contacted by phone.	We can't manage adult clients (we see mostly <18 yoa patients).	Dental Services
The staff at HCS are very helpful, especially Linda Wood and Frankie Sokso.			Multiple Services
	Quicker payment turnaround time. Raise the fees for better payment.	Low payment reimbursement, claim processing problems.	Dental Services
Not sure. Never get to talk with anyone. So I just wing it, and just keep resubmitting.	Be phone accessible. Saves all us out here time and confusion.	We have to have enough cash and insurance clients to offset DSHS patients. One DSHS patient regular appointment \$179.00 - you pay \$79.00. Regular patient \$179.00, insurance pays \$179.00.	Dental Services
The provider field representatives are a great help, especially Gary and Jerry.	Have more phone lines, so we're not on hold for so long!	One doctor does, I don't know why.	Specialty Care
They help us figure out exactly what we need as far as additional information on our bed/wheelchair authorization forms.	Increase hours. More availability. Less hold time for providers.		Other Services
	Send back too many claims. Process claims too slowly.	The reimbursement is very low.	Dental Services
	Make it much easier to talk to a live person for help on billing and payments and billing options. Sucks right now.	You don't pay enough to keep the doors open. Try to help children and disabled adults. Too difficult to get payment from you. Tremendous write off.	Dental Services
Saying it is not approved.	Better customer service. More availability in hours. Phone lines need to be increased.		Durable Medical Equipment
		Reimbursement, as well as time involved in caring for them.	Primary Care

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What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Local office calls about patients.	They could have better communication methods on the EOB. Rather than a denial without any recourse other than an "appeal".	Length of time to get paid. Patients have an almost 30% "no-show" rate for appointments which causes tremendous additional overhead for the office (additional staff, etc.).	Primary Care
	Create a dedicated provider support line. The Medicaid programs are the only ones who waste so much of OUR tax dollars on postage by paying \$.60 to mail 3 pieces of paper that should only cost \$.37.		Services Not Specified
Phone lines are more prompt and helpful.	Sometimes the attitude on phone lines is very rude.		Multiple Services
Most everything.	Medicare. DSHS reflection process cumbersome, not timely. Multiple claims needed to get paid. More telephone lines.		Specialty Care
The staff that is available tries very hard to help when they are on the phone.	If DSHS expects for dentists to accept any DSHS clients, we cannot be on hold for 30-45 minutes for fees that already we have cut and/or way below the standard.	For the obvious reason that DSHS is not like a "company". They do not treat practitioners with fair compensation or solutions to wasting time/dollars. Ensure trying to treat and get compensated for care. Now much of ANY work we do is problems. I know you guys are doing the best with the dollars you are given. Best of luck and God Bless!	Dental Services
The claims we send are very fast.	To help better on phone answering. I can never get through to talk to someone to help me.		Dental Services
With enough time and effort on our part, you occasionally follow through on problem cases.	Be more accessible. Make benefits more accessible.		Optometry
The free training classes are very helpful.	Shorter phone time waits. I've been on hold for over 2 hours before.		Multiple Services
I feel we get paid fairly fast.	Send us update fees and codes before they come into practice instead of after.		Dental Services
Education tools. Third party insurance unit has the most helpful and courteous people. Thanks.	Telephone access to help, most of the time ties up telephone lines and personnel.		Pharmacy

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
N/A.	Have more help desk representatives so we don't have to wait 30 minutes to a hour on hold.		Pharmacy
Available or return messages promptly. (caseworkers - Financial).	Supervisors fail to respond to phone calls/letters. They need to take care of business promptly.		Specialty Care
When I HAVE gotten through on the phone, people are very helpful.	"Unusual" dental treatments, like space maintainers, nightguards. These are not paid for and our patients sometimes need this. Phone availability all the time would be nice.	Up to age 19. No NEW patients at this time. We cannot handle the volume. Only 5 dental chairs and 2 doctors and 2 hygienists every day.	Dental Services
	More customer service reps. Not have system hang up on us.	Financial reasons. Reimbursement is almost always less than our cost.	Dental Services
No interaction - just receive denials of coverage's.	Explain reason for denials for nutrition education.		Specialty Care
Never can get through.	Answer my calls, answer my written inquiries.	We only see children, we do not limit the number of children we see.	Services Not Specified
Tell me when/where last fill was - for refill too. Tells me who primary insurance is if we cannot get information. Medeuse helpful.	More operators on authorization lines - wait too long, phone tree drives me crazy, we serve people from all over WA, be nice if pharmacy could get assistance faster.		Pharmacy
Information bulletins, website.	More available customer service reps. When we have a problem it is really impossible to speak with a representative.		Multiple Services
	The biggest problem we have is the wait before somebody answers the phone. On your website to check eligibility, allow us to put a range in instead of just date of service.		Lab / Radiology
		Reimbursement.	Dental Services
Judi always helps with PIC codes for Babies on Mothers, also with children whom the insurance doesn't show on coupon.	Process the children's coming off mothers PIC with an open coupon instead of trying to tell us they have CHP or Molina but not on coupon.		Multiple Services
Most are very courteous on phone.	Get a system that is more efficient to check claim status. Perhaps internet?		Other Services
When we get through on the phone lines, they are very helpful.	Be more accessible with phone lines.		Primary Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Manuals are fairly easy to understand.	Example: I have a voucher that you took back too much and after different styles of attempts (rebills, adj. forms, etc...) we still aren't given our money back because its not clear on what your need from us? Who can we talk to?	Too much trouble. If codes on coupons aren't understood by front desk, we lose dollars. If not understood on when a wavier needs to be signed, we lose money too and you don't pay enough for the trouble and loss of dollars. You don't pay in most cases and we lose that too.	Multiple Services
	Answer the phone, use same codes everyone else does, and pay faster.	Slow pay, complex billing, no answer to questions (20+ minutes on hold - gave up)!	Services Not Specified
Staff works very hard to do a good job.	I am very satisfied as a customer.		Other Services
Not much.	NOT make you wait so long on the phone!!!!		Physical / Occupational / Speech Therapy
They usually answer my questions to my satisfaction.	It is very hard to get through on the phone to provider relations. It takes a long time to get to talk to someone and ties up our phone lines waiting.		Physical / Occupational / Speech Therapy
Please themselves.	Treat people as if they were their employer.		Specialty Care
Helps to identify problems and assist with claims submission.	Get the website up and running so we can get help quicker.		Specialty Care
	Better payment (fee schedule), faster paper claim processing.	LOW (very) reimbursement levels. Cannot afford too many patients, our overhead exceeds your payments!	Dental Services
Don't see much "help". Always having to make effort on provider end to get help, if any.	Have customer service help with billing questions. Going on-line not an option all the time. Need human voice to address a question.	Single doctor practice, can't always see everyone due to reimbursements.	Multiple Services
		Little to no payment on patients' claims. We are unable to take the loss.	Specialty Care
	Up provider reimbursement.	It's the only way to keep the practice solvent.	Primary Care
Airway Optical is wonderful about checking on glasses/contact lens orders with an ETA etc...	If I could check patients eligibility for eye exam etc, in a matter of a minute or two that would save us both minor mental and financial frustration.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Helpful insurance information on coupons.	It is difficult to get through via phone. Why such big envelopes for EOB's?	Payment is such we want to confirm the necessity of the visit by talking with PCP. Do not have time to see superfluous cases.	Specialty Care
When I can get them on the phone, they are polite.	Update your eligibility more frequently! Have more personnel available to answer provider calls. Better reimbursement!	It costs us money to see adult DSHS patients. You simply don't pay enough to keep us afloat. We are closing soon. Also, very hard to find specialists.	Primary Care
Prompt reply to inquires. Always great customer service. Kassandra is great to work with and a joy to talk to.			Other Services
	Upgrade the provider relations phone system. I am limited to reaching a line voice the last week of the month. Then, it's still 25-40 minutes holding. Respond to my e-mail inquires in less than FOUR working days.	Only to prior authorization for rental or sale - it's YOUR requirement.	Durable Medical Equipment
		Very low reimbursement rate. Patients are often not reliable for appointment.	Dental Services
	We need quicker access to Dental eligibility and dental history.		Dental Services
With claims reason and help for billing correctly.	Have better on-line and/or provider billing rules. More explanatory. Quit changing people so often to Healthy Options and their PCP.	We no longer take new patients because they take more time in all aspects and take more efforts to get paid very little. Plus, they constantly change to Healthy Options with Primary care assignments, and that is more headaches!	Primary Care
	Put in more phone lines and add more staff!! Often we have to call SEVERAL times just to get through and then the wait is often 15 or 20 minutes! Help!!		Pharmacy
Claim status customer service is most helpful.	Better fees, educating patients on indigent program.		Multiple Services
Processing of medical claims.	Add more personnel to answer questions.	Quota has been met.	Primary Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
60 - 70% of claims handled quickly.	Fewer managed care patients, less restrictions, and competent claim adjusters. Can't they read EOB's from other insurers?	Low reimbursements, claim hassles.	Specialty Care
If I decide to wait on hold, I have usually gotten my question answered.	Get more customer service reps to decrease the 3-45 minute hold time.		Lab / Radiology
	Stop the drug limitations, it is very time consuming to change Rx's to take care of the patient when they don't work, and the paperwork to explain why.	Amount of payment for the time needed to care for them.	Primary Care
Representatives know what they are talking about. Know the information.	Representatives with an accent not on phones helping public. Can't understand what they are saying.	Not accepting new DSHS at this time, do accept new HO patients.	Multiple Services
	DSHS is very slow in response with claims. Most of the time we can't get through on the phone to check on claims which have been repeatedly billed and no response received.	Volume, very busy clinic.	Primary Care
	Less HOLD time! We need to verify benefit, but cannot wait on hold for 1/2 hour per patient.		Optometry
Nice to have ambulance coding the same as Medicare.	Not unusual to spend 15 + minutes on hold waiting to speak to someone about a claim. It would be nice if reimbursements were higher for ambulance. Closer to Medicare?		Emergency Services
I'm not sure yet. Only one lady really helped me a lot so I could get the doctors paid. See below.	Not everyone knows the answer all the time. I didn't get a check since October 2003 till February 2004 because no one could tell me why I was being denied. I had an individual DR number in the wrong space. This was very frustrating. It took denial after denial 3+ months.		Services Not Specified
Since the new PA procedures went into effect, not much. But BEFORE rapid help with PA's, pricing problems.	Get a director/assistant director that understands that people on DSHS REQUIRE more care per Rx., therefore it cost us more to take care of them. Better inform patients about presenting ALL their insurance cards.		Pharmacy
Referrals, intake.	Sign and return paperwork; coordinate multi-system meetings; return calls. especially supervisors.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Process claims correctly. DSHS had huge system error last year that PIC's were not correct in YOUR system. It cost us money and time to rebill and correct DSHS mistake.	Only 1 physician participating now and that MD is 4 months out for new patients. This is the ONLY participating MD on the eastside (King County).	Specialty Care
Difficult not to (unreadable comment).	Livable wage. Stop unfounded mandates, penalty for no-shows.		Services Not Specified
Not a lot of interactions with DSHS, but mostly positive.	Wait time on toll-free line usually 20 minutes plus.	Threshold is 10% of poverty population in County. We're currently at 17%. Limitation due to reimbursement rate.	Primary Care
Electronic claims, provider paid. Bonnie Tendency.	Getting provider information answered. What are covered, CPT codes other than reimbursement schedule. Phone line staff know enough to answer some of our needs.		Specialty Care
	Change the types of services that ARNP specialists can provide and be reimbursed for.	Reimbursement for psych. ARNP's is minimal.	Multiple Services
E-mail accessibility for quick questions.	EOB's are tricky to read.		Specialty Care
	Sit on hold much too long. Denying claims that were correct.	Because we have quite a few patients in our practice already.	Dental Services
Nothing comes to mind. Helpful and DSHS are not associated in my mind.	Slash the mindless paperwork and ridiculous requirements for covering medication and services. We get scribbled requests for ICD-9 codes. UPIN number's and all sorts of tracking numbers before patients can get referrals or durable equipment. It is not saving the state money. It is failed rationing.	Reimbursement levels are so poor it is insulting. I lose money providing care, relative to the work intensity required. Reimbursement is running 17% of billed charges compared to 60% for commercial insurance. I will drop DSHS very soon.	Specialty Care
	More customer service reps to decrease wait time on the phones. Being able to correct 3 claims per phone call.	80% end up being no-show patients!! Too hard on doctor schedule!!	Specialty Care
	Faster for reimbursement.	Payment for Medicaid clients not enough for expense for malpractice insurance: 5,000/year (2001), 12,000/year (2002), 18,000/year (2003).	Primary Care
Explains things clearly. Takes time to answer questions.	Provide more extensive benefits (unlikely). Provide coverage for outpatient psychotherapy and psychologists.	Don't reimburse except for secondary to Medicare.	Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
They have consistently called me back with answers when the problem needed additional attention.	Often I just get a busy signal. I cringe when I know I need to contact you.	Because we are a small business and reimbursement does not even cover our costs. We accept patients as a way to give back to our community, but we must also make enough to cover our expenses.	Dental Services
Our contact tends to be minimal.	I really wish your eligibility system was better. I'm tired of claims being denied for no eligibility when I have a coupon plus the PIC is correct.	Their paranoia, their inability to keep appointments, and the eligibility problems.	Multiple Services
Overall, DSHS staff are sympathetic, friendly, and helpful.	They could understand the whole DSHS system better not just their department. Patients or agencies interface with multiple programs and departments.		Specialty Care
	Ability to contact provider support without being on hold for hours! Website that answers questions.	Thought has crossed our minds, but we have approximately 25-30% our community on DSHS/Healthy Options.	Primary Care
Electronic billing.	Have a phone line that we could get through on.	Financially unable. Reimbursement does not cover costs.	Dental Services
	Easier access to customer service personnel, instead of waiting on hold for several minutes to speak to someone. My time is valuable, too.		Optometry
Provides user-friendly EOB's.	Provide shorter wait time on phones!!!		Multiple Services
Research out problems and give answers to problems. Admit errors within the system and adjust claims in house.	Better help with phone hold time. Getting through the phone lines are impossible. What times up 30 minutes often.	A proper mix of insurance payers is needed to keep our clinic doors open and bills paid. DSHS pays very poorly.	Primary Care
Available to answer questions regarding obtaining services for my clients.	Reimburse ARNP for providing, this would open access to care for marginalized and underserved patients encouraging ARNP's in private practice to become a DSHS provider.	I don't receive reimbursement for providing psychotherapy or initial evaluation CPT #90801, 90806, 90807, 90853.	Multiple Services
Will fax a coupon on occasion if client doesn't receive by mail in time for appointment.	Since eligibility for the next month is available mid-month prior, send coupons earlier than the first.	Reimbursement is too low.	Primary Care
Staff is usually up to date and familiar with billing questions, coverage, etc.	Better education for their subscribers on coverage benefits and presenting coupon at time of service at the local level.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
N/A.	Have a separate telephone number for providers only.		Multiple Services
Help with current problems.	Be available more often. Talked to answering machines too much.		Optometry
Information updates.	Educate about on-line billing.		Specialty Care
Bruce, with Provider Enrolment, is excellent - Great call backs and gives helpful, quick information.			Dental Services
The website.	I left a voice mail on Monday and it is Wednesday afternoon and has not been returned.		Multiple Services
Helpful.	Our only complaint is having to wait on hold forEVER when calling in about claims questions.		Physical / Occupational / Speech Therapy
Generally everything.	Crossover claims from Medicare the refraction charges. Just process them instead of having to do separate billing statements. Codes need to be clearer. Crossover claims one for deductible different one for refract. More telephone lines.		Specialty Care
Solve problems with claims processing, billing, and payment.	More on-line user-friendly PIC number verification. Fewer inconsistencies in claim processing and billing.		Multiple Services
	More staffing for quicker response, maybe increase the minimum brand names to 5 per month.		Pharmacy
	A telephone number for queries. Direct deposit.		Optometry
	Answer telephone promptly.	Low pay on claims.	Dental Services
		Money.	Specialty Care
	9-5 hours would be a great help! Provider call center with provider office hours.	Somewhat - between Medicare, Healthy Options, Basic Health and DSHS, we have to be careful or we wouldn't be able to continue. Reimbursements are not good!! We can't continue forever giving charity care to everyone.	Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
It is difficult to reach DSHS by phone to inquire on payments and claims. The local DSHS office in Bellingham is always courteous and easy to reach by phone.	Better phone system or on-line access to information on claims, payment, etc.		Specialty Care
Not much.	Be nice. Have a number to call to check eligibility.		Specialty Care
Allows me to put practitioner on phone if explanation of services is necessary for authorization.	Longer hours on Tuesday and Thursday.		Other Services
	Faster way of confirming eligibility and dental history.		Dental Services
Gosh...not much.	There isn't enough room here to write all that could be better. You should include/attach a ream for response purposes.		Primary Care
When you do have questions, they're very helpful and informative.	To provide us with a list of contact information when we have questions concerning pre-authorization and a list of referral sources, providers, (unreadable).		Optometry
	Answer the phone and know the answers to questions.		Physical / Occupational / Speech Therapy
	Phone lines busy!	To save spots for ALL types of insurance and Medicare	Primary Care
They do take time.	I've been given incorrect information before.		Multiple Services
Courteous, knowledgeable staff.	Too long on hold. Cannot wait and have to dial again repeatedly to get in line for representative.	Referral only. Poor reimbursement. Difficulty getting claims processed. Sometimes have to resubmit several times.	Specialty Care
Weekly check.	Use a fee schedule adequate to cover our cost. Also, claims are frequently denied even when repeatedly billed with complete/correct information and codes.	Because we lose money on every patient (DSHS) we see. If we allowed all to come, we would be out of business.	Dental Services
	I avoid calling because it takes forever to get through to a live voice to have any questions answered.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Have more phone lines open to 1-800-562-6188. Wait is often 30 minutes.		ARNP Services
Almost everyone is extremely helpful.	When someone is on a special program like COPEs, etc. it is very difficult to get the correct caseworker when you require assistance.		Physical / Occupational / Speech Therapy
	Answer phone more rapidly. Not keep you on hold too long. Have more accurate information. Have current billing codes and procedures.		Other Services
Answer claims questions.	Process claims more efficiently.	To operate and make a profit.	Dental Services
Never have a chance. You never answer the phone.	Since the wait time to call is 1 hour and a half, I have to hang up. So I don't know, they have not helped me yet!		Specialty Care
Return telephone calls and e-mails in a timely manner. Staff are courteous and friendly; willing to help.	DSHS needs more staffing.		Multiple Services
	Use the same codes as dental insurance, CDT-4.	The write-off amount is financially crippling.	Dental Services
We like the ABCD program. Stressing preventative care.	If you need to ask a question it is extremely hard to get through on the phone and the wait time is long. Billing codes change too frequently.		Dental Services
	Start over.	Not yet.	Multiple Services
Everyone is very helpful on the phone.	Automated phone line for eligibility and Healthy Options information.		Other Services
	Process claims faster, simplify appeals, get more phone reps so the hold time isn't so long, higher reimbursement.		Specialty Care
	Telephone wait times is awful, minimum 10 minutes. Almost always longer.		Lab / Radiology
Fast reimbursement.	Not have such a long wait to get information over the phone.		Specialty Care

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
	Hire more people. Limit time on hold. Change phone system so that offices do not have to wait through long message then get disconnected. Fax information instead of always referring to website.		Primary Care
	Need to update to CDT-4 codes! Not DSHS Codes.		Services Not Specified
	Listen to the health care providers more and the politicians less.	Too labor intensive for the reimbursement.	Pharmacy
	Have a better phone system, a number just for providers - really hard to reach by phone.		Specialty Care
MAA Provider Services and Billing Dept. have been extremely helpful and polite. Always responds in a timely manner. Have always helped problem-solve satisfactory.	The call center could be more helpful with specific client information, re: eligibility or locations. Local MSS/ICM referrals from the CSO's.		Other Services
Our office normally only uses the 877-980-9180 to see if patients have qualified for Medical. I am always treated with courtesy and friendliness and always get results to my requests. Local office is the same when they are available.	Have local offices staffed better, so we didn't have to wait so long for results from them (Longview, Wa.).		Specialty Care
	Have provider number attached to our already existing TIN number. We have to manually write in number on each claim!	Limited amount and lack of services paid - amount paid provider does not cover expense.	Dental Services
Coverage information when we need it.	On-line coverage information back 2 years, claims status on-line, and easily accessible.		Primary Care
	Better availability for phone service.	We only see kids.	Dental Services
The folks answering phones for prescription authorization are great. Everyone else are pathetic, buck-passing, put-you-on-hold forever assholes.	Pay the providers more for the invaluable service they provide.	See #1 & 2 above [Numerous negative comments].	Pharmacy
The customer service, they are great trouble-shooters. They try to help find solutions to what I AM doing wrong.	The only main thing is the WAIT time! Sometimes it's long, sometimes it's short!		Multiple Services
Pays timely, claim status on EOB's clear. "Gary" in Olympia has been great.	Shorter wait times on phone, on-line benefits and eligibility.		Optometry

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
When we finally talk to someone, we are able to get our questions answered.	Make phone wait times less (a lot less).		Optometry
When you do get ahold of someone within the provider relations net, they DO get the answers.	ANSWER THE PHONE. re: claims!! GET MORE OPERATORS if necessary!		Multiple Services
Fees with electronic claims are returned faster.	Increase help in answering questions. Speed up response to fixing errors in EOB, and claims. Improve e-claims area.	Adult fees are very low, unable to make a business run.	Dental Services
Seriously?	Pick up the phone.		Specialty Care
Operators are, for the most part, quick and understand of our problems. If they can't answer something, they find someone who can.	I always have trouble with claims when DSHS is secondary. Claims are at least 90 days old but mostly never paid. I have to resubmit a lot!!	We do not usually see children under age of 8 years - difficult to work on. Might need referred out to specialists. None take the coupons - very difficult situation.	Dental Services
Clear, concise teacher-friendly forms.	A bit more time between initial request for information to the letters indicating we are overdue.		Specialty Care
	It would be nice to be able to talk to a person about a claims problem.	Doctor referrals only with problems. We also see existing patients.	Specialty Care
People really make the effort to help with claims.	1st of month we get too many people without their card. Spend a lot of hold time making sure the patient is really open. A faster way to get that information would be nice.	Could not service on the reimbursement. Small practice.	Primary Care
Not much.	Answer the phone with people, you need more people staff.	We have a limited amount of appointments and are filled three to four weeks out - one of the few provider specialists still a DSHS Provider.	Specialty Care
	Less wait time processing claims.		Dental Services
If I can get someone. All of the time that I call I can't get a person to ask a question, even if I stay on the phone for 15 to 20 minutes, nobody answers.	To answer the phone sooner than they do, because we have questions that have to be answered when we call and we can't be on the phone for 15 to 30 minutes at a time.		Other Services
If you can ever reach anyone! E-claims are great. Direct deposit too.	More people to man phones when it is necessary to speak to someone.	Because the amount paid for services is below overhead!	Dental Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Not very helpful. They tend to get frustrated when we call.	Process claim within 30 days - hold time is not acceptable.	Reimbursement.	Specialty Care
	They tend NOT to know how to let us know who we need to talk to. Tend to "pass the buck". Not knowing what to do.		Physical / Occupational / Speech Therapy
	Answer their PHONE!	Would be too much unreimbursed work.	Specialty Care
Not much.	Reasonable access to customer service who can assist with claims problems. Not an 800# - no one can get through to DSHS.		Multiple Services
	Faster processing time.	I am reimbursed LESS than it costs to treat these patients. If I at least broke even, I would see many more.	Dental Services
Very good at answering questions.	Nothing.		Other Services
Very good at taking the time to look up next check amounts and tell me how many claims in process.	Make an easier, less wait time phone # for simple questions, like: Is this child eligible this month? And, what is my next check amount?	We have recently stopped accepting new patients. We are booked all the way till July.	Dental Services
Answer phones quicker.	Answer phones quicker.		Dental Services
There to help serve underserved - very important. Adoption support payments are VERY easy and adequate.	Too long processing claims. Many envelopes saying claims in process, takes our time - many denials because of coding when secondary to Medicare, bill Mental Health CPT, you only accept Medicaid, have to redo.	Payment very slow - many rejections and LOW REIMBURSEMENTS and PATIENTS DO NOT SHOW often and they cannot pay for no-shows.	Multiple Services
Once we get through on the phone, IF we get through, the DSHS people are cordial and very helpful.	Have more people on phones. If we get through at all, it takes more than 1/2 hour of wait time.		Physical / Occupational / Speech Therapy
Dr. John Davis, and others like him on staff, are helpful.	Better train your support staff. Standardize your paperwork with other insurance.	You're joking, right? Impossible to afford to provide services to all in need.	Dental Services
If I can possibly wait on the phone long enough, they do answer my questions.	Less wait time on the phone. Use a definition of why a claim is not paid that is common language, not "refer to billing instructions".	Pediatric DDS and a few DD adult clients.	Multiple Services
Returns phone calls and answers questions.	Have more staff available to take phone calls reducing the hold time.		Optometry

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Olympia staff is helpful. The local CSO is rude and many of the financial workers treat us as adversaries.	Process Medicaid applications timely. Instruct families what their financial liability will be and that it's NOT subject to spend down. Communicate with the facility.		Multiple Services
Dental pre-authorization - Wendy Shore is fantastic to work with. She is courteous, helpful, informational, and very quick to respond.	Accounts payable - many accounts are past due by 90 days or more. Requests are made for information already provided on the first request for payment.		Multiple Services
Answer questions when called.	Too long of hold time. They e-mail, but did not get quick response.		Multiple Services
Love the electronic billing website.	To talk to a real person takes a long time.		Dental Services
If you speak to the right person, they are extremely helpful. Others are not so much.	More people to answer the phones. More accurate on answers to questions regarding billing and procedures. Ex of problem: calling and getting numerous answers each time.	Authorizations for durable medical equipment takes entirely too long. Patients have gone for months with no word or stall tactics.	Multiple Services
They are willing to talk about my concerns with billing issues.	Be more efficient with payment. It took 6 months for DSHS to pay me in an error they made. Error originated March 2003 and I got paid in February 2004. (Discovered error fall 2003). If we get disconnected to call me back, rather than me wasting 30 minutes again to speak to someone.		Physical / Occupational / Speech Therapy
They usually solve the problems once we get to the DSHS employee.	Better, faster, ACCESS!!! It takes more than 30 minutes on hold to solve pharmacy problems. It takes days to get to a financial worker. Pay better.		Multiple Services
Overall, we are quite dissatisfied with Olympia, as well as our CSO's locally. Remittance checks don't bounce.	Your "provider relations" line is seldom answered. Because MAID cards are mailed so late in the month, our clients often don't have their cards the first few days of the following month. It puts us on the spot. Your private dental insurance information is often incorrect and slows down collection efforts.	Profitability reasons. We do have 42% of our practice as medicaid DSHS or ABCD program clientele. Can't afford any more.	Multiple Services
Sometimes really helpful, other times it's like getting the runaround, depending on who you speak with and what kind of day they're having.	Experienced workers are usually real helpful. So more experience with the system, training on systems would be good. More phone people to cut down the hold time.		Multiple Services

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
Claim status check amount and claims questions.	Denial reason seems sometimes they don't like to take the extra time to do any research.		Durable Medical Equipment
	DSHS staff is extremely hard to reach on the phone.		Specialty Care
Very knowledgeable and almost always able to solve the problem.	Easy - easier access. Phone wait too long (if you can get in at all.) Also, traveling in-service on your website and how it can help us find information without calling all the time.		Pharmacy
		At this point, we limit everyone. New patients have to be referred by M.D. or have family already in clinic.	Primary Care
		WE NEVER GET PAID.	Specialty Care
When you do get someone on the phone, they are very helpful.	Takes too long to get help by phone or by e-mail.		Multiple Services
	Haven't been paid on 1 claim yet!		Specialty Care
	Double bills and prior authorizations are very confusing. DSHS needs to develop step by step instructions on how to do this. I often have to turn away those patients because I cannot figure out how to do that type of billing.		Pharmacy
Very courteous staff always willing to help claim processing.	Better telephone access with REASONABLE hold times.		Specialty Care
On-line status screens would help on claims.	Identify self when answering phone. RA's sooner - takes 2-3 months to find out status of claim.		Multiple Services
	Expect patients to be responsible for their minimal health care. Patients should be required to follow prescribed treatments.	You do not pay for the services we provide. We see DSHS at a loss for every patient we see and treat.	Primary Care
Most of the time.	Shorter telephone wait times!		Multiple Services
Staff pleasant, helpful.	Much less hold time. Average is 45 MINUTES.		Durable Medical Equipment

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
		To referrals only.	Specialty Care
I seem to get the runaround a lot!!	Have someone able to answer questions.		Dental Services
	Who knows? A government entity, it's just too big, very cumbersome with all the do's and can't do's!	Referrals only.	Specialty Care
	Your "800" number is a joke. Most of the time, it doesn't even go through. DSHS is way too big and too busy to be effective.		Specialty Care
Not sure there is anything! We rarely are able to talk with customer service.	Better customer service and better accessibility.	We try, but still see more than we anticipated.	Specialty Care
If I have a claim that gets rejected and I can't figure out why, always help me figure out or if not sure how to adjust a claim or third party billing.	Make it easier to reach a customer service rep when needed. Always on hold forever. Policies are sometimes unclear/vague.		Primary Care
Give accurate explanations of why claims denied.	Have more customer service help answering phones.		Lab / Radiology
It's a great benefit to help the less fortunate.	Get a better drug formulary and expect to pay for more meds without authorization.		Specialty Care
Pays promptly.	Broaden the formula. Do away with 4-brand/month limit on meds with no generics. Expedite prior authorization process.		Pharmacy
They are courteous on the phone, but no action seems to be taken and my problem is not solved.			Multiple Services
If I could reach a real person in a timely manner - I would let you know.	To use only ADA codes, TRAIN your STAFF.	Because of the billing PROBLEMS.	Dental Services
Nothing!	Hire processors that know what they are doing. We don't appreciate flippant responses to billing questions.	Payment of claims is terrible. Triple submission on every claim for such a small amount is not worth all the time and headaches. Not to mention frustration.	Dental Services
When we call DSHS or leave message, they can call us back.	When we send pre-treatment with x-ray, if you can refund all x-ray whatever you approve or not.		Multiple Services
Always helpful.	More phone lines, so hold time not so long.		Durable Medical Equipment

MAA 2004 Provider Comments

What does DSHS do well?	What could DSHS do better?	Why Medicaid Clients are Limited	Services
The team led by Mary Wendt does an outstanding job of working with Rural Health Clinics and responding to changes and questions.			Multiple Services
Local office - M.V. - prompt with request information (re: eligibility).	Less wait time when calling claims department. Less irritating recordings when "on hold". Expedite claim processing rather than months of "In Process" on RA's.	Only take OB patients due to patient load and limited providers. Few OB providers in Skagit, so we try to accommodate as many OB patients as possible.	Specialty Care
Keeps us informed on updates and guidelines. Most customer service reps are knowledgeable and confident in seeing that claims get processed correctly.	To be more consistent with customer service, such as friendlier and to be more patient when looking into claims.		Emergency Services
		Low reimbursement.	Primary Care
Patient eligibility information has been given at request in a timely manner.	I can't think of any possible improvements.	To maintain variety of patients representing the community, we must limit the number of Medicaid clients.	Dental Services
Nothing.	Having speak English when leaving messages.		Physical / Occupational / Speech Therapy
	Shorter wait times. Things are often denied that shouldn't be.	No longer seeing adults.	Dental Services
Most workers are very willing to listen and help resolve problems with cases.	Too difficult to reach workers. Often takes 24 hours to hear back. So often when I call I need an answer quicker than that.		Other Services
If you can ever reach a person to tell your problem to, they do pretty good.	E-mail/internet system of communication mostly a big time waste. I seldom have problem solved. I have a series of underpayments unresolved. Probably over \$100.00! Need to speak with a knowledgeable person in a timely manner.		Pharmacy
none.	Increase staff so that waiting is less than 5 minutes or better still less than 1-2 minutes. Increase staff's courtesy and knowledge skills.	Poor reimbursement and yet overhead expenses continue to climb.	Primary Care
Nothing. I liked the ECS which provided an ICN # for timely filing purposed, but nobody knew anything about it, and it is now being phased out.	Add additional phone lines for customer service and have a better tracking system for secondary claims.		Specialty Care

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	When we call in this is what we get. "All agents are currently busy -try your call again." Why can't we leave our number and someone return our call?		Dental Services
Well, your staff are nice, but they will hold the phone for so long.	Should respond right away, don't hold the phone for so long especially if our patient really needs medications. It is hard to get ahold of you guys.		Multiple Services
Very knowledgeable. Takes the time to explain.	N/A.		Durable Medical Equipment
Would like you to process our claims within timely limit. Claims being denied numerous times for same reason.	To have a better communication. Almost impossible to get of ahold of anybody from customer services or provider relation line.	Due to the "no show" DSHS patients and showing up without their coupons, we do limit reasonably. But those who are serious about getting their treatment done, we will schedule them appointments within 2 weeks. We are very fair and reasonable.	Multiple Services
Always solves my problems.	Phone access is often difficult.		Dental Services
		Too difficult to get paid in a timely manner and too many denials of treatment. We need to spend too much time figuring out the "tricks" to get payment.	Dental Services
Answers all querstions. Extremely willing to do research to help answer difficult questions.	Increase staff so hold time is less. Currently takes about 35-45 minutes before phone is answered - if you can get through at all!		Durable Medical Equipment
I have minimal personal contact with agency. But what I have has been great!	Internet access to eligibility		Other Services
No phone contact. I love the electronic billing system.			Physical / Occupational / Speech Therapy
Personal contact - still have people to talk to. Ken Lowery is a great asset to your organization.			Durable Medical Equipment
Very good at sending out information.			Primary Care
They will explain problems with billing issues.	Shorter phone wait time more explanation on EOB's - make filing claims easier.	Reimbursements - only open coupon accepted.	Specialty Care

MAA 2004 Provider Comments

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Staff is usually very knowledgeable.	Limit the time it takes to answer the phone. 30 minute wait time on hold is too long.		Specialty Care
Looks like you are faster in getting back to us (by far) in regards to billing problems. HOWEVER, myself and another office billing clerk have not had good response, or any response for that matter in a take back DSHS did on [identifying data redacted]. Patient had been treated for two different body parts, we were told would be covered (billed as traumatic injury). We have called, faxed, called again to no avail since October 8, 2002. First contact with [identifying data redacted], faxed information to [identifying data redacted] on 8/14/03. This is very, very frustrating for us as no one with DSHS seems to be able to help with this matter or will contact us back or just plain tell us or answer our questions. Please call and/or help! Someone who can or actually cares. [Identifying data redacted]. Thank you!	There seems to be a major problem with scanning of our HCFA claims and/or keying errors with DSHS, as compared to other HCFA billed companies.		Multiple Services
The system works fine unless there is a question. It takes too long to get someone, then transferred to someone else, only to wait another 1/2 hour.	It should be easier to get routed to the person who can answer questions.		Dental Services
The rural health clinic program under Mary Wendt is well run and vital to our survival.		No, because of RHE program.	Primary Care